Orange HMIS Users Meeting

November 2018
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. Enter your name here

   First Name
   Last Name
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

Longitudinal System Analysis Corrections
  What to expect
  How to correct

Bed and Unit Inventory
  What do we have to confirm for HUD?

HMIS@NCCEH Launch update

Keeping an eye on your HMIS
  What are best practices for staying on top of your data?

What’s Next Calendar
Longitudinal System Analysis

AHAR Makeover
What is the LSA again?

Longitudinal System Analysis is the report to Congress on the extent and nature of homelessness in America
  • Annual HMIS Data (uses first entry), 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
Longitudinal System Analysis

LSA Report will include Rapid Re-Housing along with Emergency Shelter, Transitional Housing, and 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
6. Exits and Retention of PH
Changes to expect this year

• With SPMs included, more data is pulled into the report

10/1/2015 – 09/30/2018
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
Report Issues/Obstacles

• Errors showing for high rate for missing data (no matter what %)
• LSA Report doesn’t allow client specific data
  • Other HMIS Reports, like the APR 2018, must be run to identify clients
What to expect – 2018 Timeline

- **October 31, 2018**
  - HDX 2.0 Opens for Official LSA Submissions

- **November 9, 2018**
  - Test LSA Upload Deadline

- **November 30, 2018**
  - Official LSA Submission Deadline

- **Late December**
  - Outreach from Review Team Data Liaisons Begins

- **Late January**
  - Deadline to Resolve Data Quality Flags with Data Liaison and Mark Data Complete

- **Within 3 Business Days**
  - Deadline to Confirm LSA Data

- **Late February**
  - Data Usability Determinations Communicated to CoCs
Common data issues and mistakes
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!)

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Dashboard Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC or non-HUD funded</td>
<td>CoC-APR</td>
</tr>
<tr>
<td>ESG</td>
<td>ESG-CAPER</td>
</tr>
<tr>
<td>VA</td>
<td>SSVF-Export</td>
</tr>
</tbody>
</table>
Data Quality Issues for LSA

• Three major elements flagging
  • SSNs
  • Homeless History
  • Exit Destination
Social Security Numbers

Locked Down for

• Privacy
• De-Duplication
How to find SSN issues

Select the **blue** numbers in the Don’t Know/Refused and Data Not Collected columns or rows to view a list of clients who are missing HMIS data.

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Client Doesn’t Know/Client 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>3</td>
<td>2</td>
<td>4</td>
<td>6%</td>
</tr>
<tr>
<td>Date of Birth (3.3)</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2%</td>
</tr>
<tr>
<td>Race (3.4)</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0%</td>
</tr>
<tr>
<td>Ethnicity (3.5)</td>
<td>1</td>
<td>0</td>
<td></td>
<td>1%</td>
</tr>
<tr>
<td>Gender (3.6)</td>
<td>0</td>
<td>0</td>
<td></td>
<td>0%</td>
</tr>
<tr>
<td>Overall Score</td>
<td></td>
<td></td>
<td></td>
<td>8%</td>
</tr>
</tbody>
</table>
How to fix SSN issues

• Make sure Data Quality drop downs match the SSN

• If complete SSN needs to be updated, call the Data Center with the client ID and full/partial SSN
Homeless History

• Based on definition of Chronic Homelessness

Qualifying Disability + Currently in ES/SH/Streets + 365 = Chronic Homelessness

Homeless 12 consecutive months OR 4+ occasions totaling 12 months over 3 years
Homeless History - questions

Approximate Date
- Record the date (an estimate) that this experience of homelessness began for the client
  - Based off HUD Literally Homeless definition and “breaks” in homelessness

Number of times and number of months on the streets or in shelter in the past three years
- Including the current experience of homelessness, what is the client’s recent homeless history?
  - According to chronic homeless definition, referring only to emergency shelter and unsheltered experiences
How to find Homeless History issues

• Select the **blue** numbers in the DK/R/missing columns to view a list of clients who are missing HMIS data.

• Remember that ALL three of the Homeless History questions are required for Adults and Heads of Households

<table>
<thead>
<tr>
<th>Entering into project type</th>
<th>Count of total records</th>
<th>Missing time in institution (3.917.2)</th>
<th>Missing time in housing (3.917.2)</th>
<th>Approximate Date started (3.917.3) DK/R/missing</th>
<th>Number of times (3.917.4) DK/R/missing</th>
<th>Number of months (3.917.5) DK/R/missing</th>
<th>% of records unable to calculate</th>
</tr>
</thead>
<tbody>
<tr>
<td>ES, SH, Street Outreach</td>
<td>0</td>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>TH</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>PH(all)</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2</strong></td>
<td></td>
<td></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>0%</strong></td>
</tr>
</tbody>
</table>
How to fix Homeless History

• Review client file for Entry Assessment or contact the client to confirm

• Homeless History only appears on Entry Assessment
  • Make sure you’re in the correct EDA and Backdate modes!

<table>
<thead>
<tr>
<th>Approximate date homelessness started:</th>
<th>07/14/2016</th>
</tr>
</thead>
<tbody>
<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>More than 12 months (HUD)</td>
</tr>
</tbody>
</table>
Exit Destination

What
Identify where a client will stay immediately exiting a project

If Henrietta exits, where will she sleep that night?

Henrietta  Morning of 2/11/2018  Evening of 2/11/2018
Shelter?  Housing?  Outside?
How to find Exit Destination Issues

**Rapid Re-Housing** projects can be review Destination in two ways:
- Exits less than 90 days (23a)
- Exits more than 90 days (23b).

**Prevention, Street Outreach, and Emergency Shelter** projects can look at Question 23c for all Exits

<table>
<thead>
<tr>
<th>23c - Exit Destination - All persons</th>
<th>Total</th>
<th>Without Children</th>
<th>With Children and Adults</th>
<th>With Only Children</th>
<th>Unknown Household Type</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Permanent Destinations</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Moved from one HOPWA funded project to HOPWA PH</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Owned by client, no ongoing subsidy</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Owned by client, with ongoing subsidy</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Rental by client, no ongoing subsidy</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Rental by client, with VASH subsidy</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Rental by client with QPD TIP subsidy</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Rental by client, other ongoing subsidy</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Permanent Housing (other than RRH) for formerly homeless persons</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Staying or living with family, permanent tenure</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Staying or living with friends, permanent tenure</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
How to fix Exit Destination issues

• Use the pencil beneath Exit Date to edit Destination

• Use the Exit Destination Guide

Click the pencil located under Exit Date to exit the client
Update and annual Assessment
Data collected during enrollment

Updates
Information that is collected at multiple points during project enrollment in order to track changes over time or entered to record activities as they occur. Is the only place to record move-in date.

Annual Assessment
Required for clients enrolled in a single project for 365+ days. Must be recorded no more than 30 days before or after the anniversary of the client’s Project Entry Date.

Information must be accurate as of the Information Date
Housing Move-In Date:
Add update when client moves into Permanent Housing

Program Entry 06/01/16

Move-In Date 06/29/16

Program Exit 09/01/16

Add an Interim Update in HMIS to enter the Move-In Date

Housing Move-In Date = 06/29/2016

The Housing Move-In Date MUST be entered via an INTERIM ASSESSMENT with a timestamp that occurs after the Project Start and before the Project Exit. If client is not in housing leave this question blank.

This question differentiates between clients who are awaiting placement and those who have moved into any type of permanent housing, regardless of funding source or whether the project is providing rental assistance.

Housing Move-In Date (Head of Household Only)

Note: If client is not housed with $$ from your project, do not enter a Housing Move-In Date.
Who enters a Housing Move-In Date?

Do Not Enter for:
• Any Homeless Prevention, Emergency Shelter, Transitional Housing, Supportive Services clients

Enter Housing Move-In Date for:
• All Rapid Re-Housing project clients
• PSH projects only if paying financial assistance
When a client leaves housing

Don’t remove the move-in date - The original Housing Move-In Date was still a lot of work!
  • HUD says: Exit the client and start a new Entry if the Housing search resumes.

Program Entry 06/01/16
Move-In Date 06/29/16
Evicted 09/01/16

Exit and add new Entry (if still serving)

How will this impact your workflow?
Are there other complicated Move-In situations that you’ve seen?
When a client leaves housing

Separate Entries for separate Housing efforts

- Exit clients from the HMIS Project to illustrate they left their housing
- Exit Destination should be set to where they stay the night after leaving
- Add a new HMIS Project Entry to illustrate the housing search process
- If new housing found, enter an Interim Update for the next Housing Move-In Date
Annual Assessment is now based on HoH Start Date

Conducted no more than 30 days before or 30 days after the anniversary of the **Head of Household’s Project Start Date**.

<table>
<thead>
<tr>
<th>Name</th>
<th>R-H</th>
<th>Project Start</th>
<th>Anniversary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Henrietta</td>
<td>HoH</td>
<td>04/17/16</td>
<td>04/17/17</td>
</tr>
<tr>
<td>Sarah</td>
<td>Adult</td>
<td>07/01/16</td>
<td>04/17/17</td>
</tr>
<tr>
<td>Anna</td>
<td>Child</td>
<td>09/20/16</td>
<td>04/17/17</td>
</tr>
</tbody>
</table>

Annual assessments are based **solely** on the head of household’s anniversary date.
The annual assessment must include updating both the head of household’s record and any other family member’s at the same time.
When to complete an Annual Assessment

<table>
<thead>
<tr>
<th>Date Type</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Entry Date</td>
<td>08/17/2017</td>
</tr>
<tr>
<td>Client Anniversary Date</td>
<td>08/17/2017</td>
</tr>
<tr>
<td>30 days before Anniversary Date</td>
<td>07/18/2017</td>
</tr>
<tr>
<td>30 days after Anniversary Date</td>
<td>09/17/2017</td>
</tr>
</tbody>
</table>

When to record the Annual Assessment?
Within 07/18/2017 – 09/17/2017
How to find Annual Assessment issues

- The CoC APR and ESG CAPER identify errors with Annual Assessments (including incorrect ROIs) in several questions.
How to find Housing Move-In Date issues

The CoC APR and ESG CAPER identify missing or outlier Housing Move-In Dates (including incorrect ROIs) in several questions.
How to fix Updates or Annual Assessments

• If the interim has an issue with the Review Date, add a new one with the proper date.

• If your interim is an issue with specific data, click the pencil to find & correct that question
How to find – need more help?

• Housing Move-In Date is a really important element. Use the **Length of Stay and Time Until Housed** Report in ART to zero-in on this element.

• Find this report in the ESG Folder of ART

*Can be used for PSH too!*
How to find – need more help?

- Annual Assessments are not the highlight of the LSA, but is a common issue in Orange County. Use the
How to find – need more help?

Use the NCCEH Data Center’s Guides

- How to Read and Run the CoC-APR (http://www.ncceh.org/files/9344/)
- How to Read and Run the ESG-CAPER (http://www.ncceh.org/files/9345/)

Call the Helpdesk at 919-410-6997
Email the Helpdesk at hmis@ncceh.org
Bed & Unit Inventory
Bed & Unit Inventory in LSA

• LSA uses 4 Point in Time Dates to calculate utilization
  • October 31, 2017
  • January 31, 2018
  • April 30, 2018
  • July 31, 2018

• ES, TH, RRH, and PSH project types must have complete B/U in HMIS
  • Whether or not they’re participating in HMIS

What was your inventory on each of these dates? Are there any exceptions?
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/White Flag
3. Seasonal
How to report B/U in HMIS

• 1\textsuperscript{st} question: What’s the federal or public funding source?
  • If there are more than one source, there must be separate projects

• 2\textsuperscript{nd} question: Are the beds/units reserved for one type of household?
  • What proportion of beds are used by types of families?

• 3\textsuperscript{rd} question: Where are the beds located?
  • Are they in one place or multiple places? What zip code is most associated with these beds?

• 4\textsuperscript{th} question: When can clients use these beds?
  • Are they all year round or white flag? Are they under construction or fully assembled?
Have there been changes to your beds?

[Image of a webpage with the URL ncceh.org and a section labeled "Data Center Bed & Unit Inventory Update Form"]
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
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
What’s Next?
## Upcoming Deadlines and Events

<table>
<thead>
<tr>
<th>Due</th>
<th>Report Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>September</td>
<td>HUD Funding deadlines</td>
</tr>
<tr>
<td><strong>October 26\textsuperscript{th}</strong></td>
<td>State ESG Application deadline (including QPR)</td>
</tr>
<tr>
<td><strong>October 31\textsuperscript{st}</strong></td>
<td>State ESG QPR deadline (Jan-Sept) \nLongitudinal System Analysis (LSA) release</td>
</tr>
<tr>
<td>November 9</td>
<td>Longitudinal System Analysis (LSA) test upload deadline</td>
</tr>
<tr>
<td><strong>November 30</strong></td>
<td><strong>LSA official submission deadline</strong></td>
</tr>
<tr>
<td>Late January</td>
<td>Deadline to resolve LSA data quality flags</td>
</tr>
<tr>
<td>January</td>
<td>Point in Time (PIT) and Housing Inventory Count (HIC)</td>
</tr>
<tr>
<td>April</td>
<td>Point in Time (PIT) Count and Housing Inventory Count (HIC) deadline</td>
</tr>
<tr>
<td>May</td>
<td>System Performance Measure deadline</td>
</tr>
</tbody>
</table>
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