Orange HMIS Users Meeting

November 2018

NCCEH
DATA CENTER

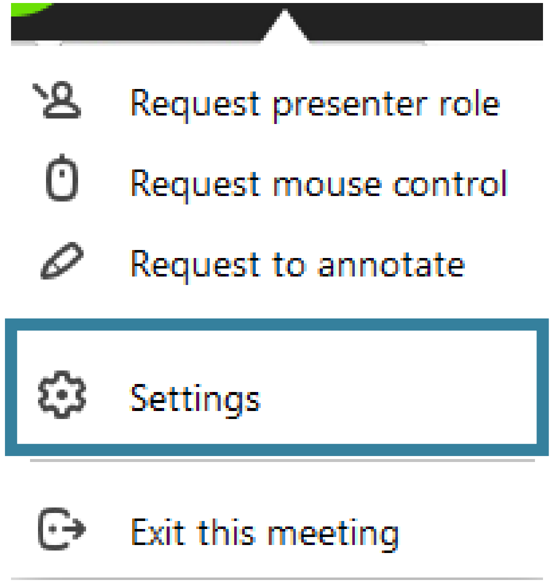
North Carolina Coalition to End Homelessness

securing resources   encouraging public dialogue   advocating for public policy change

Enter your name so we know who’s here

1 Click this icon 

2



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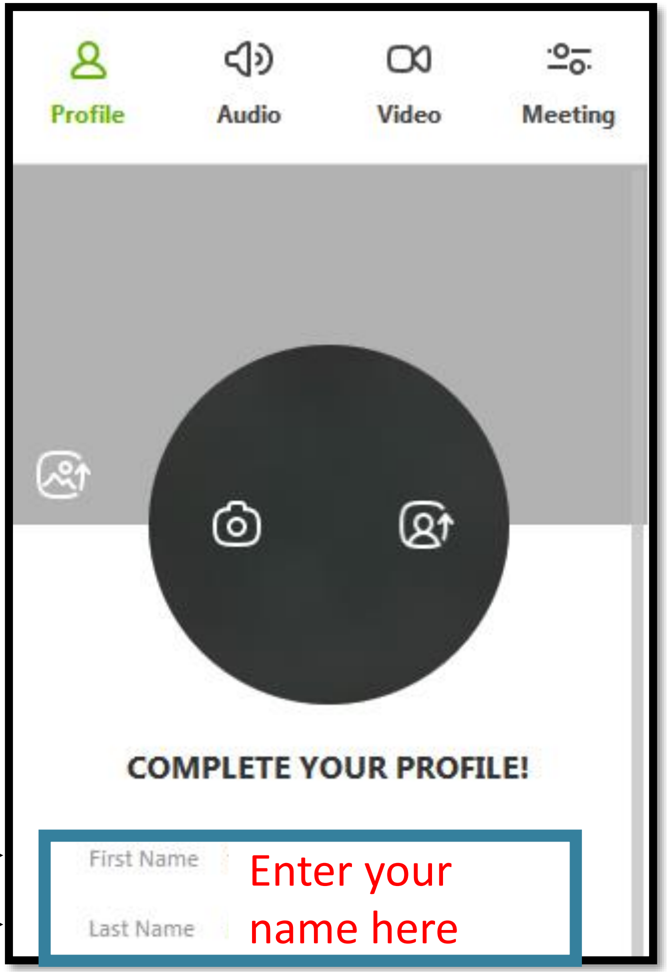
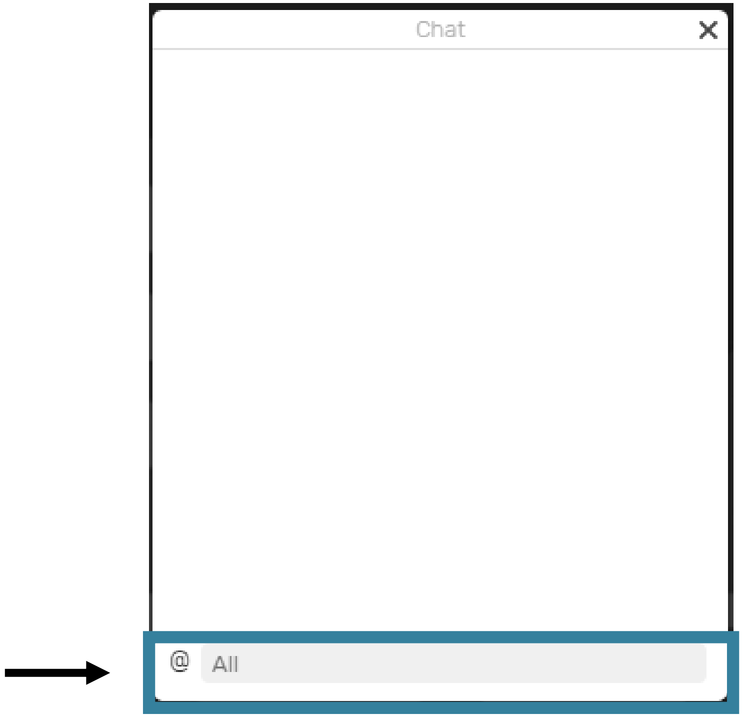


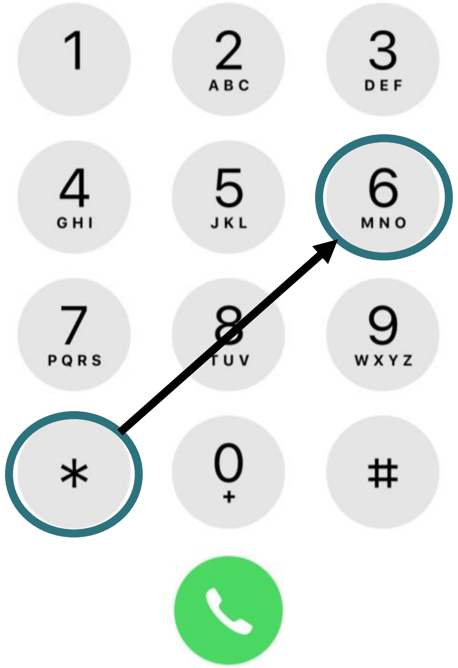
How to chat us a question

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

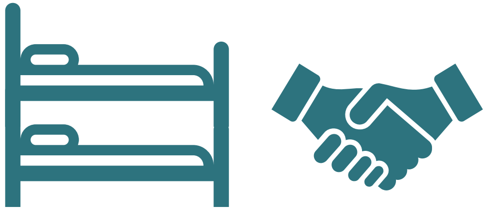
- Annual HMIS Data (uses first entry), PIT, and HIC
- Federal Fiscal Year 2018 (10/1/2017 – 09/30/2018)

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



Homeless Projects
Emergency Shelter and
Transitional Housing

Rapid Re-Housing

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

7
Exits and Retention of PH

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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

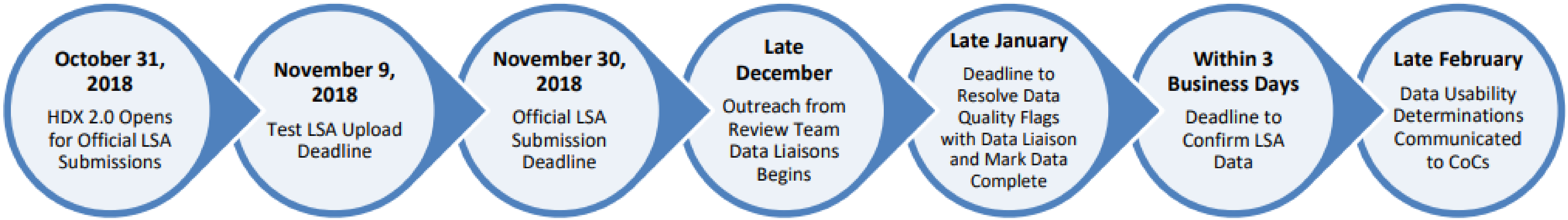
Data Submission & Analysis Export

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



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!)

Funding Source	Dashboard Report
CoC or non-HUD funded	CoC-APR
ESG	ESG-CAPER
VA	SSVF-Export

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Data Quality Issues for LSA

- Three major elements flagging
  - SSNs
  - Homeless History
  - Exit Destination

Social Security Numbers

Locked Down for

- Privacy
- De-Duplication

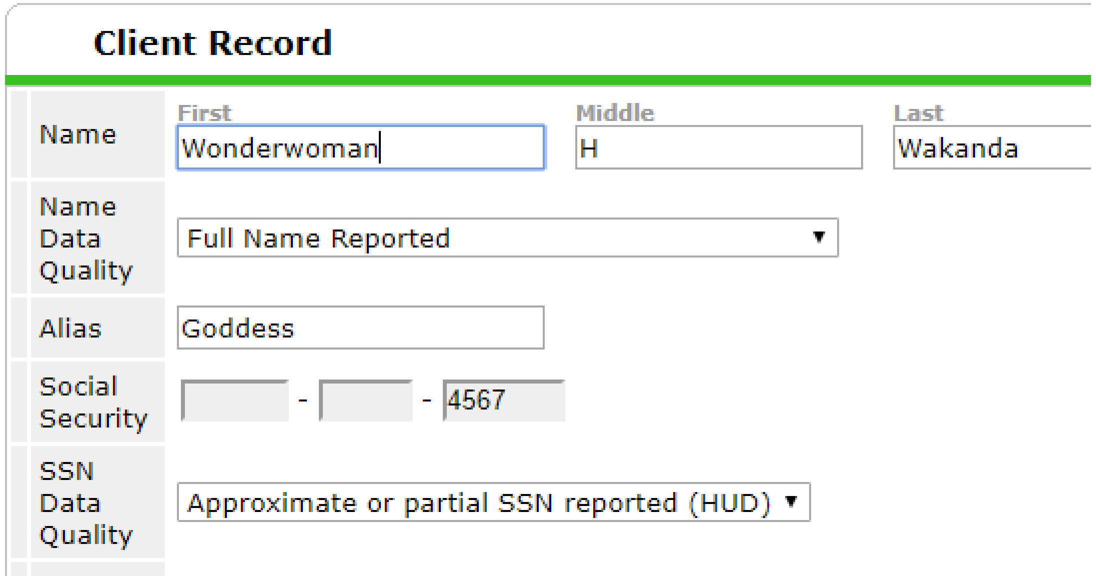
How to find SSN issues

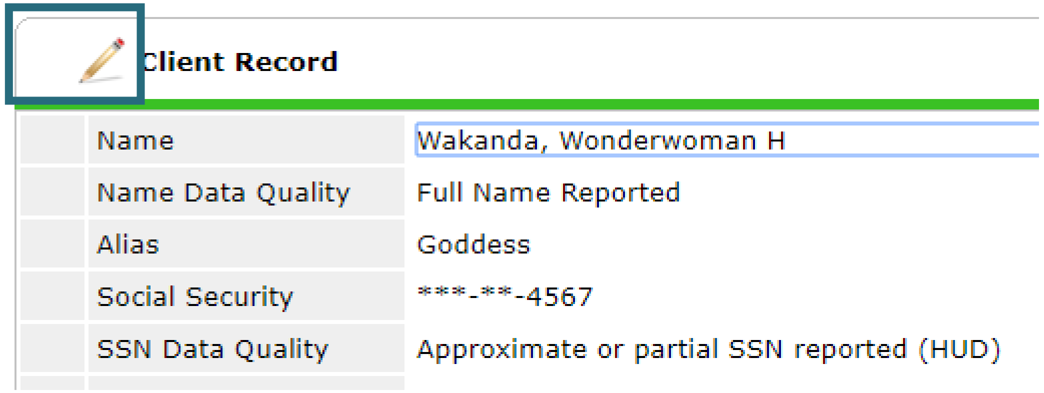
Select the **blue** numbers in the Don’t Know/Refused and Data Not Collected columns or rows to view a list of clients who are missing HMIS data.

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)	3	2	4	6%
Date of Birth (3.3)	0	1	2	2%
Race (3.4)	0	0		0%
Ethnicity (3.5)	1	0		1%
Gender (3.6)	0	0		0%
Overall Score				8%

How to fix SSN issues

- Make sure Data Quality drop downs match the SSN

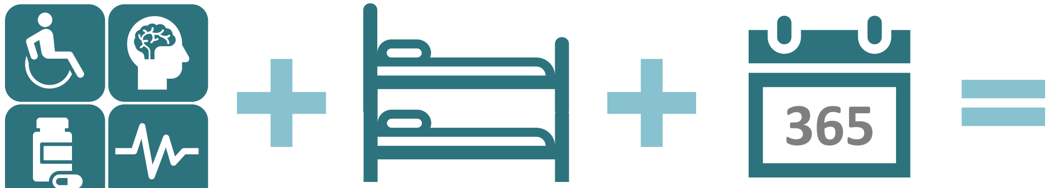




- If complete SSN needs to be updated, call the Data Center with the client ID and full/partial SSN

Homeless History

- Based on definition of Chronic Homelessness



Chronic Homelessness

Qualifying Disability

Currently in ES/SH/Streets

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

6d - Data Quality: Chronic Homelessness							
Entering into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.917.3) DK/R/missing	Number of times (3.917.4) DK/R/missing	Number of months (3.917.5) DK/R/missing	% of records unable to calculate
ES, SH, Street Outreach	0			0	0	0	0%
TH	0	0	0	0	0	0	0%
PH(all)	2	0	0	0	0	0	0%
Total	2						0%

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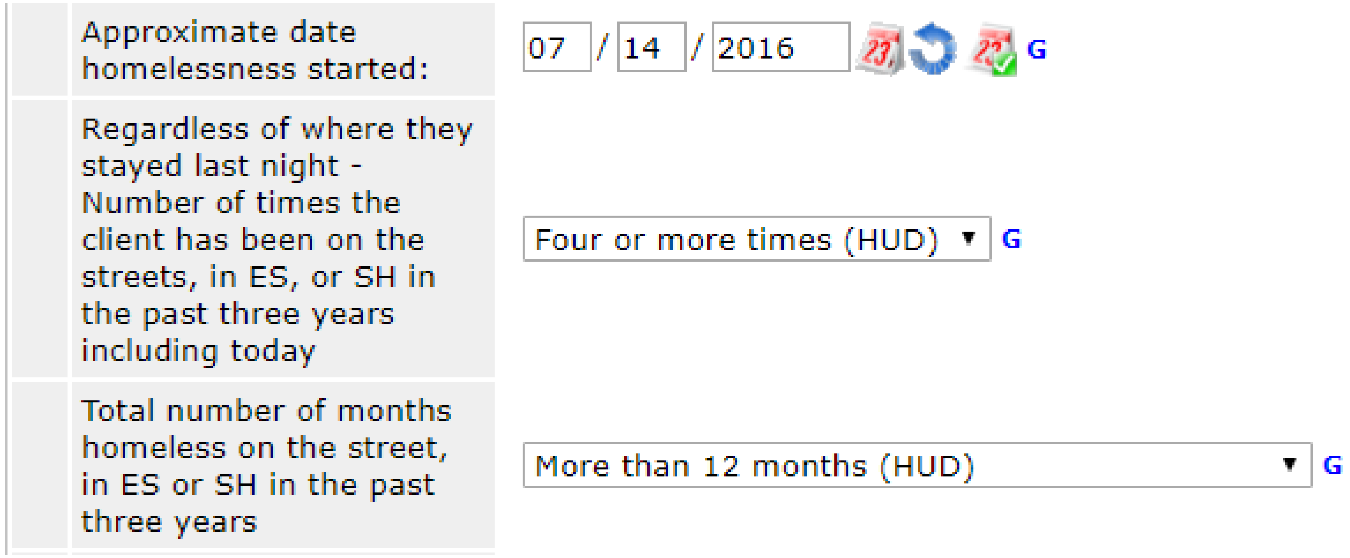
How to fix Homeless History

- 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!



Approximate date homelessness started:	07 / 14 / 2016 G
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	Four or more times (HUD) G
Total number of months homeless on the street, in ES or SH in the past three years	More than 12 months (HUD) G

Exit Destination

What

Identify where a client will stay immediately exiting a project

If Henrietta exits, where will she sleep that night?

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

23c - Exit Destination - All persons	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Permanent Destinations					
Moved from one HOPWA funded project to HOPWA PH	4	2	2	0	0
Owned by client, no ongoing subsidy	0	0	0	0	0
Owned by client, with ongoing subsidy	0	0	0	0	0
Rental by client, no ongoing subsidy	2	2	0	0	0
Rental by client, with VASH subsidy	0	0	0	0	0
Rental by client with GPD TIP subsidy	0	0	0	0	0
Rental by client, other ongoing subsidy	0	0	0	0	0
Permanent Housing (other than RRH) for formerly homeless persons	0	0	0	0	0
Staying or living with family, permanent tenure	0	0	0	0	0
Staying or living with friends, permanent tenure	0	0	0	0	0

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How to fix Exit Destination issues

- Use the pencil beneath Exit Date to edit Destination

Click the pencil located under Exit Date to exit the client

- Use the Exit Destination Guide

Update and annual Assessment

Data collected during enrollment

Updates

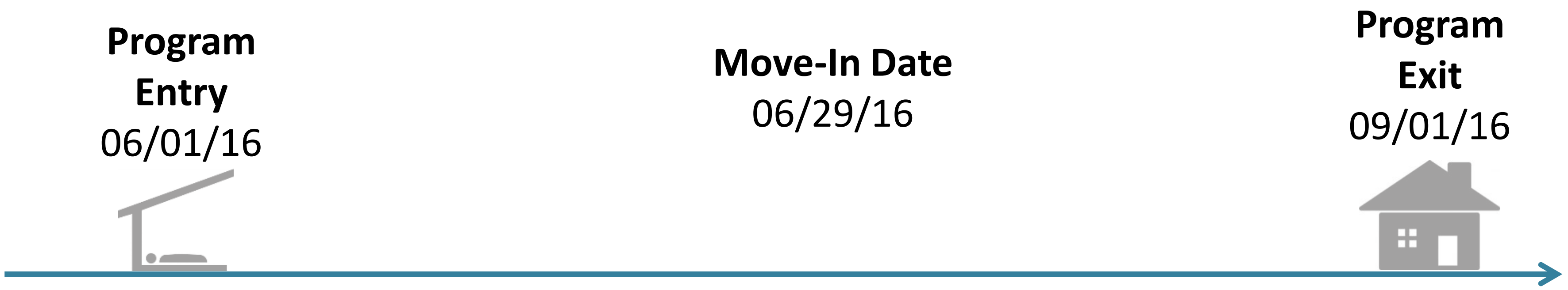
Information that is collected at multiple points during project enrollment in order to track changes over time or entered to record activities as they occur. Is the only place to record move-in date.

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.

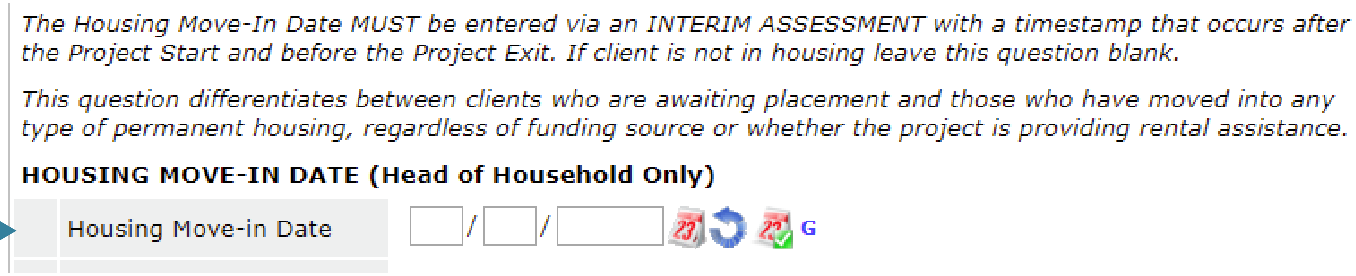
Information must be accurate as of the *Information Date*

Housing Move-In Date:
Add update when client moves into Permanent Housing



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)

Housing Move-in Date / / G

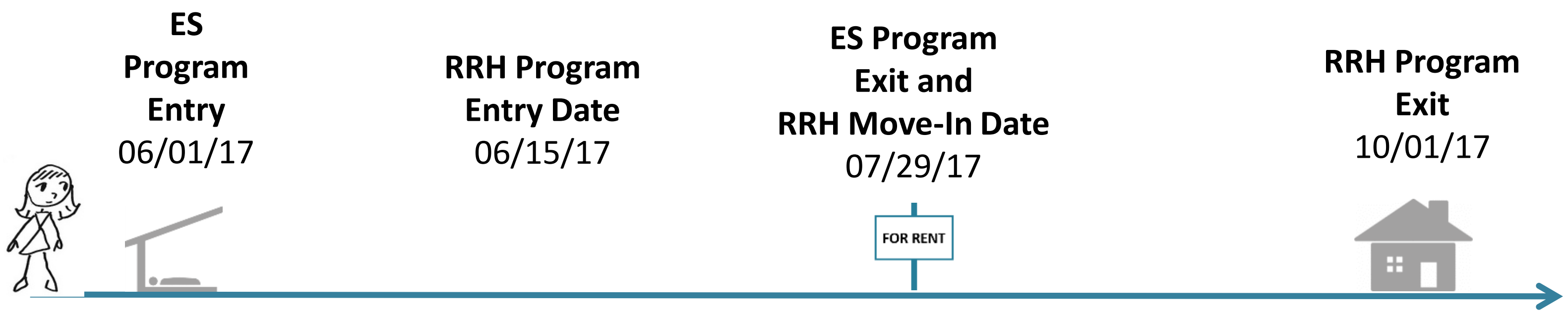
Who enters a Housing Move-In Date?

Do Not Enter for:

- Any Homeless Prevention, Emergency Shelter, Transitional Housing, Supportive Services clients

Enter Housing Move-In Date for:

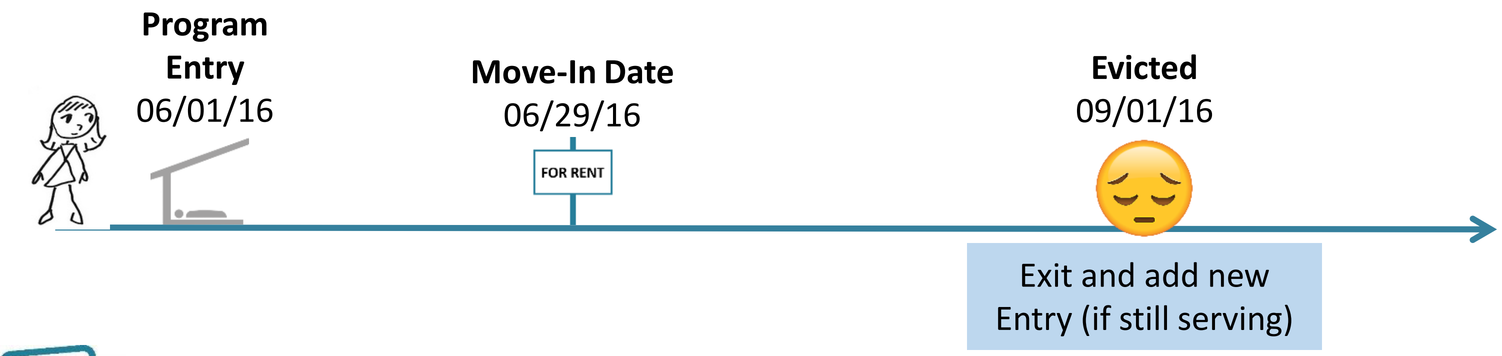
- All Rapid Re-Housing project clients
- PSH projects only if paying financial assistance



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.



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

Summary | Client Profile | Households | ROI | **Entry / Exit** | Case Managers | Case Plans | Assessments

Reminder: Household members must be established on Households tab before creating Entry / Exits

Entry / Exit

	Program	Type		Project Start Date		Exit Date	Interims	Follow Ups	Client Count	
	Triangle Family Services - Wake County - Rapid Re-Housing - County (7074)	HUD		05/09/2018						
	Triangle Family Services - Wake County - Rapid Re-Housing - County (7074)	HUD		05/01/2018		05/09/2018				

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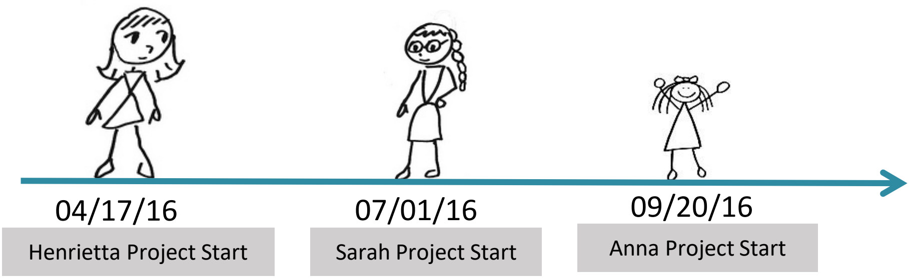
Annual Assessment is now based on HoH Start Date

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



Name	R-H	Project Start	Anniversary
Henrietta	HoH	04/17/16	04/17/17
Sarah	Adult	07/01/16	04/17/17
Anna	Child	09/20/16	04/17/17

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

Date Type	Date
Client Entry Date	08/17/2017
Client Anniversary Date	08/17/2017
30 days before Anniversary Date	07/18/2017
30 days after Anniversary Date	09/17/2017

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

How to find Annual Assessment issues

6c - Data Quality: Income and Housing Data Quality		
Data Element	**Error Count**	**% of Error Rate**
Destination (3.12)	0	0%
Income and Sources (4.2) at Start	1	13%
Income and Sources (4.2) at Annual Assessment	0	0%
Income and Sources (4.2) at Exit	0	0%

21 - Health Insurance			
	At Start	**At Annual Assessment for Stayers**	**At Exit for Leavers**
MEDICAID	20	0	0
MEDICARE	0	0	0
State Children's Health Insurance Program	0	0	0
Veteran's Administration (VA) Medical Services	0	0	0
Employer-Provided Health Insurance	2	0	0
Health Insurance obtained through COBRA	0	0	0
Private Pay Health Insurance	1	0	0
State Health Insurance for Adults	0	0	0
Indian Health Services Program	0	0	0
Other	0	0	0
No Health Insurance	3	0	0
Client doesn't know/Client refused	0	0	0
Data not collected	4	0	0
Number of stayers not yet required to have an annual assessment		30	

- The CoC APR and ESG CAPER identify errors with Annual Assessments (including incorrect ROIs) in several questions.

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How to find Housing Move-In Date issues

22c - Length of Time between Project Start Date and Housing Move-in Date	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	16	0	16	0	0
8 to 14 days	0	0	0	0	0
15 to 21 days	3	0	3	0	0
22 to 30 days	0	0	0	0	0
31 to 60 days	9	0	9	0	0
61 to 180 days	7	0	7	0	0
181 to 365 days	0	0	0	0	0
366 to 730 Days (1-2 Yrs)	0	0	0	0	0
Total (persons moved into housing)	35	0	35	0	0
Average length of time to housing	32	0	32	0	0
Persons who were exited without move-in	0	0	0	0	0
Total	35	0	35	0	0

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

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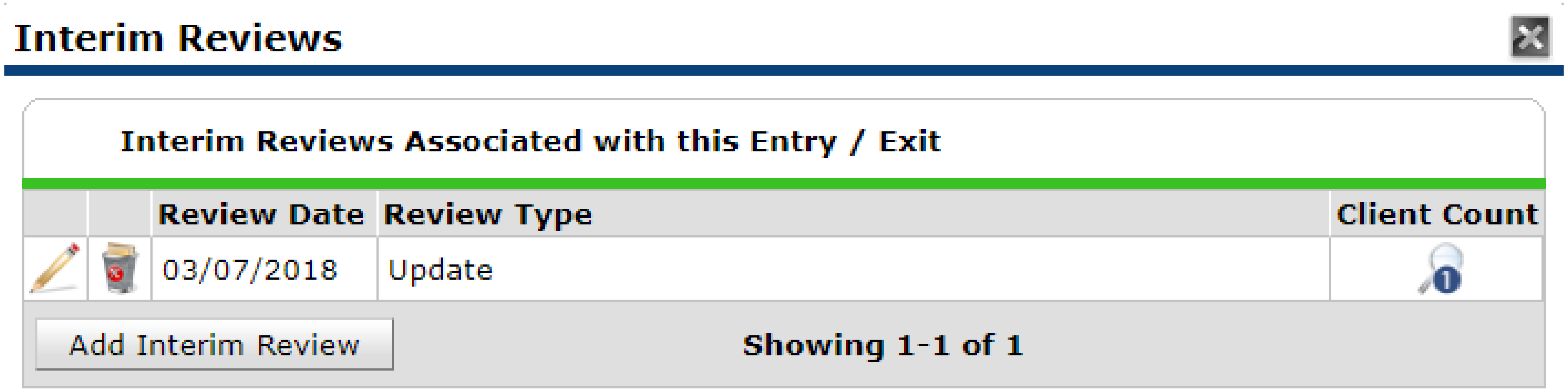
How to fix Updates or Annual Assessments

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



Interim Reviews

Interim Reviews Associated with this Entry / Exit

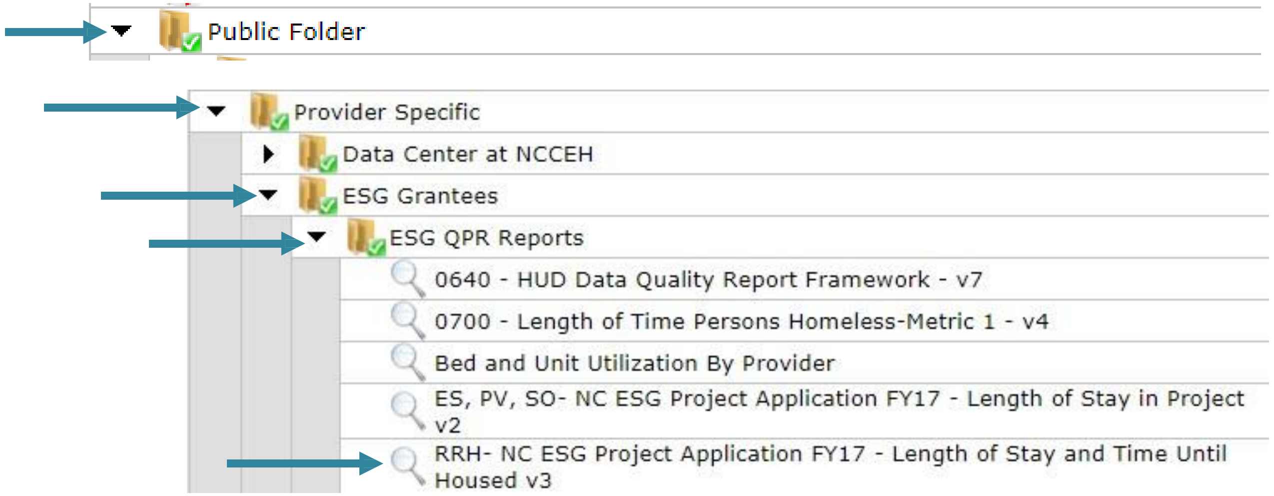
		Review Date	Review Type	Client Count
		03/07/2018	Update	

Add Interim Review | **Showing 1-1 of 1**

- If your interim is an issue with specific data, click the pencil to find & correct that question

How to find – need more help?

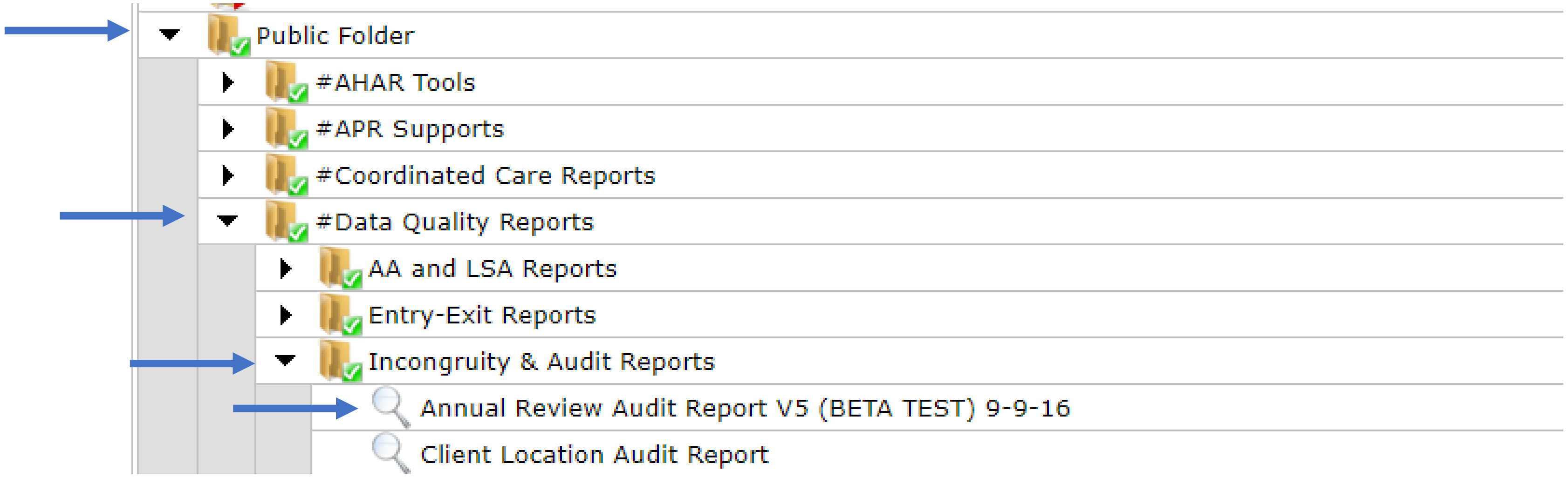
- Housing Move-In Date is a really important element. Use the **Length of Stay and Time Until Housed** Report in ART to zero-in on this element.
- Find this report in the ESG Folder of ART



*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



Tabs to help Case Managers

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

Call the Helpdesk at 919-410-6997

Email the Helpdesk at hmis@ncceh.org

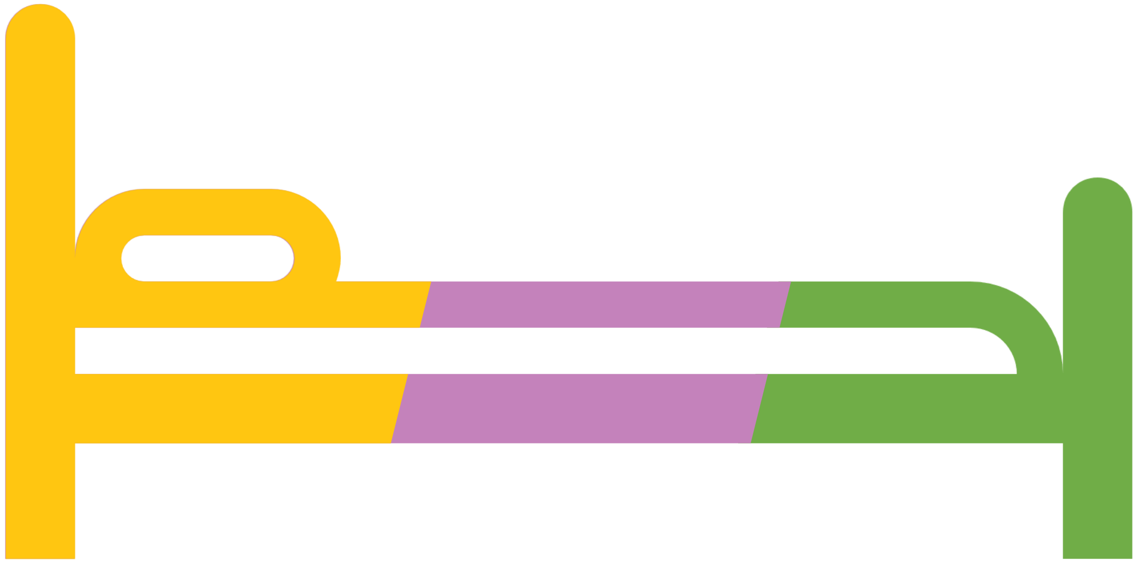
Bed & Unit Inventory

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



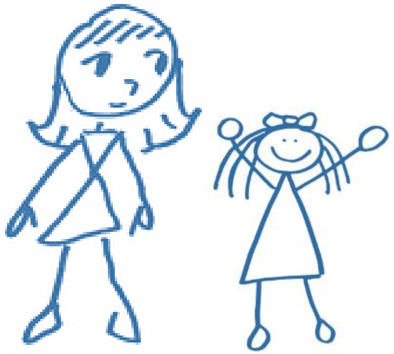
Household Type Housing Type Availability

Three Household types for beds

1

Households without children

2



Households with at least one adult and one child

3

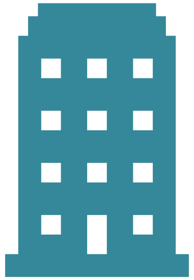
Households with only children

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

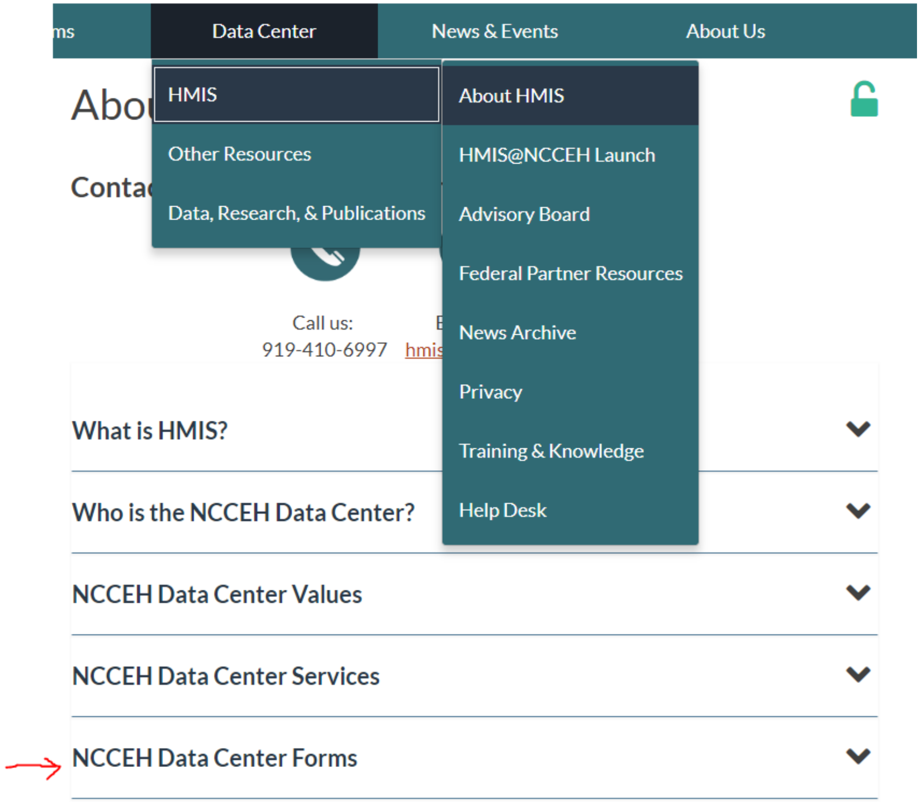
Seasonal

How to report B/U in HMIS

- 1st question: What's the federal or public funding source?
  - If there are more than one source, there must be separate projects
- 2nd question: Are the beds/units reserved for one type of household?
  - What proportion of beds are used by types of families?
- 3rd question: Where are the beds located?
  - Are they in one place or multiple places? What zip code is most associated with these beds?
- 4th 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?

[ncceh.org]



[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

HMIS@NCCEH Training

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

Due	**Report Name**
~~September~~	~~HUD Funding deadlines~~
October 26th	**State ESG Application deadline (including QPR)**
October 31st	**State ESG QPR deadline (Jan-Sept)** Longitudinal System Analysis (LSA) release
November 9	Longitudinal System Analysis (LSA) test upload deadline
November 30	**LSA official submission deadline**
Late January	Deadline to resolve LSA data quality flags
January	Point in Time (PIT) and Housing Inventory Count (HIC)
April	Point in Time (PIT) Count and Housing Inventory Count (HIC) deadline
May	System Performance Measure deadline

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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

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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

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North Carolina Coalition to End Homelessness

securing resources encouraging public dialogue advocating for public policy change