June HMIS User Meeting Agenda

1. Introductions
2. HMIS Updates
3. System Performance Measures Data
4. DQ Check:
   a. Exit Destination
   b. Timeliness
5. NCCEH Reminders
6. Helpdesk Q&A
HMIS Updates
Exit Destination Guide update

• Clarification from HUD on College and Military Housing
  • Rental by client with ongoing subsidy

• Clarification from HUD on students staying with family
  • Staying or Living with Family, permanent tenure

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<table>
<thead>
<tr>
<th>Permanent Destinations</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moved from one HOPWA funded project to HOPWA PH</td>
<td>HOPWA – Housing Opportunities for Persons with AIDS PH – Permanent Housing.</td>
</tr>
<tr>
<td>Owned by client, no ongoing housing subsidy</td>
<td>The client owns the unit they are living in and has no ongoing housing subsidy attached to it.</td>
</tr>
<tr>
<td>Staying or Living with Family, permanent tenure</td>
<td></td>
</tr>
</tbody>
</table>
HUD clarified this week that Disabling Condition is only collected at Entry

• Should always be accurate on the Entry Assessment
• No estimate yet MCAH if any changes in assessments are forthcoming
Report Updates

**CoC-APR and ESG-CAPER**
Updates coming in October
- PSH will be included in Housing Move-In date question

**SSVF Export**
Updates complete for SSSVF providers.
- DQ report only appears on the Repository once a submission is accepted
SPMs
System Performance Measures
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
What HMIS client data is included?

- October 1, 2014 to September 30, 2017 (36 months)
- Any person who entered SO, ES, SH, TH, RRH and/or PSH during the reporting period
- Data are reported for individuals and person in families
Length of Time Homeless

Definition
The length of time persons are homeless in emergency shelter, safe haven and transitional housing projects

Goal
Reduction in the average and median length of time persons remain homeless
Meet Henrietta
Length of Time Homeless

Based on Entries and Exits

ES Program
Entry: 12/1/15
Exit: 12/31/15

TH Program
Entry: 1/1/16
Exit: 6/1/16

30 + 152 = 182
Length of Time Homeless

Based on Approximate Start Date + Entries and Exits

Approx. date homelessness started 11/1/15

ES Program Entry 12/1/15
ES Program Exit 12/31/15

TH Program Entry 1/1/16
TH Program Exit 6/1/16

30 + 30 + 152 = 212
Approximate Start Date is in the Homeless History section of HMIS Intake

<table>
<thead>
<tr>
<th>Prior Living Situation (Immediately Prior to Entry)</th>
<th>Place not meant for habitation (HUD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of Stay in Previous Place</td>
<td>One month or more, but less than 90 days</td>
</tr>
<tr>
<td>Approximate date homelessness started:</td>
<td>01/01/2017</td>
</tr>
<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>6</td>
</tr>
</tbody>
</table>
What’s the difference between Average and Median?

Average = 70 days
Adding 30, 45, 60, 90 and 125 and then dividing by five equals 70 days

Median = 60 days
50% of clients stayed less than 60 days and 50% stayed more than 60 days and
Median Length of Time Homeless by Year

Days Homeless based on Entry/Exit

- FY15: Median LOT in ES = 50, Median LOT in ES and TH = 62
- FY16: Median LOT in ES = 47, Median LOT in ES and TH = 74
- FY17: Median LOT in ES = 36, Median LOT in ES and TH = 84
Average Length of Time Homeless by Year

- **FY15**: Average LOT in ES = 109
- **FY16**: Average LOT in ES = 121
- **FY17**: Average LOT in ES = 137

**Average LOT in ES and TH**

- **FY15**: Average LOT in ES and TH = 80
- **FY16**: Average LOT in ES and TH = 114
- **FY17**: Average LOT in ES and TH = 82
Entries, Exits, and Null Data Impact

Entries/Exits
- Date accuracy
- Project type (only for ES and TH are included)

Inaccurate Responses
- ES and TH entries need clients in beds. Are there practices that prevent accurate Entry or Exit dates?

What else?
- Are there other reasons this may have increased?

Remember: Missing data is ALWAYS better than inaccurate data
2 Returns to Homelessness

Definition
The number of persons who return to street outreach, emergency shelter, transitional housing or permanent housing projects after previously exiting to a permanent housing destination

Goal
Reduction in the percent of persons who return to homelessness
Client exits homelessness to a permanent housing destination.

Did the client really exit to permanent housing?

Client is no longer housed and returns to homelessness.

Client is a homeless project.
Percentage of Permanent Housing Returns to Homelessness in 2 Years

Source: FY17 Orange SPM data
Definition

(1) The number of sheltered and unsheltered homeless persons counted as homeless on PIT

(2) The number of sheltered homeless in HMIS in ES, SH and TH during the reporting period

Goal

Reduction in the number of persons who are homeless
Number of Homeless Persons

PIT Night Count

Unsheltered + Sheltered

HMIS Annual Data

All clients who entered a homeless project during the reporting period
Unduplicated Annual Count

Source: Orange SPM data
Definition

Percentage change in the number of clients with employment income, non-employment, and total income

Divided into two groups: stayers with at least one Annual Assessment and leavers exiting during the reporting period

Only for CoC Funded Projects

Goal

Increase in the percent of adults who gain or increase employment or non-employment cash income over time
Increases in Employment and Income amongst Stayers

Stayers with Increased Earned Income

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage of Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 15</td>
<td>2%</td>
</tr>
<tr>
<td>FY 16</td>
<td>0%</td>
</tr>
<tr>
<td>FY 17</td>
<td>4%</td>
</tr>
</tbody>
</table>

Stayers with Increased Non-Employment Income

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage of Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 15</td>
<td>9%</td>
</tr>
<tr>
<td>FY 16</td>
<td>7%</td>
</tr>
<tr>
<td>FY 17</td>
<td>23%</td>
</tr>
</tbody>
</table>

Stayers with Increased Income (Total)

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage of Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 15</td>
<td>11%</td>
</tr>
<tr>
<td>FY 16</td>
<td>7%</td>
</tr>
<tr>
<td>FY 17</td>
<td>27%</td>
</tr>
</tbody>
</table>

Source: FY17 Orange SPM data
Increases in Employment and Income amongst Leavers

Source: FY17 Orange SPM data
First Time Homeless

**Definition**

(1) Change in the number of homeless persons in ES, SH, and TH projects with no prior enrollments in HMIS

(2) Change in the number of persons in ES, SH, TH, and PH projects with no prior enrollments in HMIS

**Goal**

Reduction in the number of persons who become homeless for the first time
Clients Served without entries in last two years

<table>
<thead>
<tr>
<th>Clients entering ES or TH (with no enrollments for 2 years)</th>
<th>Number of Persons entering ES, TH or PH (with no enrollments for 2 years)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY15: 210</td>
<td>FY15: 235</td>
</tr>
<tr>
<td>FY16: 193</td>
<td>FY16: 214</td>
</tr>
<tr>
<td>FY17: 196</td>
<td>FY17: 210</td>
</tr>
</tbody>
</table>
Permanent Housing Placement & Retention

Definition
The number of clients enrolled in safe haven, transitional housing, rapid rehousing or permanent supportive housing who exit to permanent housing destination or remain in permanent housing.

Goal
Increase in percentage of people who exit to or retain permanent housing.
Permanente Housing Placement & Retention

7b.1 Change in exits to permanent housing destinations

- 10/1/2016: Project Entry
- 10/30/16: ES, TH, or RRH
- 1/15/17: Project Exit to PH Destination
- 9/30/2017:
7b.2 Change in exits to or retention of permanent housing

- 10/1/2016: PSH Project Entry
- 10/30/16: Transition
- 8/31/17: PSH Project Exit to Other PH Destination
- 9/30/2017: End of period
Permanent Housing Placement & Retention

7b.2 Change in exits to or retention of permanent housing

- **PSH Project Entry**: 10/1/2016
- **In PSH Project**: 10/30/2016
- **Still enrolled at end of reporting period**: 9/30/2017
Exits to (or Retention of) Successful Destinations

- SO Exits to positive destinations: 21% (0% N/A)
- ES, TH, and RRH Exits to permanent destinations: 37% (29% 35%)
- PSH retention or exits to permanent destinations: 99% (98% 96%)

Source: Orange SPM data
Data Quality
System Performance Measures
<table>
<thead>
<tr>
<th>Source: Orange SPM data</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Exits Destinations DQ Completeness</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Source</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>ES</td>
<td>17%</td>
<td>5%</td>
<td>54%</td>
</tr>
<tr>
<td>TH</td>
<td>14%</td>
<td>7%</td>
<td>36%</td>
</tr>
<tr>
<td>PSH, OPH</td>
<td>0%</td>
<td>11%</td>
<td>30%</td>
</tr>
<tr>
<td>RRH</td>
<td>3%</td>
<td>0%</td>
<td>4.55%</td>
</tr>
<tr>
<td>SO</td>
<td>N/A</td>
<td>70%</td>
<td>75%</td>
</tr>
</tbody>
</table>
Timeliness DQ - ES

<table>
<thead>
<tr>
<th>Time Frame</th>
<th>Percentage of Null Destinations</th>
<th>Count of Entry Records</th>
<th>Count Exit Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 days</td>
<td>51%</td>
<td>5.00%</td>
<td></td>
</tr>
<tr>
<td>1-3 days</td>
<td>24%</td>
<td>20%</td>
<td>23%</td>
</tr>
<tr>
<td>4-6 days</td>
<td>8%</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>7-10 days</td>
<td>7%</td>
<td>14%</td>
<td>10.00%</td>
</tr>
<tr>
<td>11+ days</td>
<td>14%</td>
<td></td>
<td>49%</td>
</tr>
</tbody>
</table>

Source: Orange SPM data
Timeliness DQ – TH

Source: Orange SPM data
Timeliness DQ – RRH

Percentage of Null Destinations

<table>
<thead>
<tr>
<th>Duration</th>
<th>Count of Entry Records</th>
<th>Count Exit Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 days</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>1-3 days</td>
<td>15%</td>
<td>40%</td>
</tr>
<tr>
<td>4-6 days</td>
<td>0%</td>
<td>5%</td>
</tr>
<tr>
<td>7-10 days</td>
<td>12%</td>
<td>0.00%</td>
</tr>
<tr>
<td>11+ days</td>
<td>58%</td>
<td>40%</td>
</tr>
</tbody>
</table>

Source: Orange SPM data
Timeliness DQ – PSH

Source: Orange SPM data
NCCEH DATA CENTER REMINDERS
## Upcoming Dates & Deadlines

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 18(^{th})</td>
<td>Orange Users Meeting</td>
</tr>
<tr>
<td>June 26(^{th})</td>
<td>HMIS@NCCEH Update Webinar</td>
</tr>
<tr>
<td>June 30(^{th})</td>
<td>State ESG QPR Deadline (Jan-Mar)</td>
</tr>
<tr>
<td>July</td>
<td>HMIS@NCCEH</td>
</tr>
<tr>
<td>July 16(^{th})</td>
<td>Orange HMIS Users Meeting</td>
</tr>
<tr>
<td>July 31(^{st})</td>
<td>State ESG QPR Deadline (Jan-Jun)</td>
</tr>
</tbody>
</table>
HMIS @NCCEH Update

A new Homeless Management Information System at the North Carolina Coalition to End Homelessness will be launched soon!

What Should I Expect?
- New User Agreements for each licensed HMIS User
- New and improved training, workflows and forms
- A new ServicePoint website URL

What Should I Do Now?
- Keep entering data into NCHMIS until notified to stop – we’ll notify in June.
- Ask us questions! Contact Ben Bradley, NCCEH Project Specialist (Ben@ncceh.org) if you have any questions. If needed, he’ll schedule time for you to speak with Denise Neunaber, NCCEH Executive Director.
We are here to help you!

**Project Changes**
- New
- Closing

**Funding Changes**
- New source
- Ending
- Transferred
- Consolidated

**Staff Changes**
- New
- Resigned or Terminated
- Position Change

**Questions**
- Data Standards
- Data Entry
- Reporting
- HMIS Compliance
- Anything!
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
Question & Answer
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