

Orange CoC HMIS Users Meeting

March 2019



NC COALITION to
end
HOMELESSNESS

March Agenda

System Updates

- Global Visibility issue
- HMIS@NCCEH Launch update
- Point in Time and Housing Inventory Count updates

What's this mean?

- System Performance Measures (SPMs)

How can we help?

- [Data Collection Stages Explained](#) (esp. Permanent Supportive Housing)

What's Next



System Updates

Global Visibility Issue, HMIS@NCCEH Launch, and PIT/HIC

Global Visibility Issue & Corrective Action Plan

2018 Discovery: Visibility for some clients extended beyond the Agency

- Cardinal Innovations
- Volunteers of American

NCCEH Data Center has completed these tasks on your behalf:

1. Ensured that the “Global” Visibility Group has been removed from all data elements in the system except for the “Client”
2. Verified that your provider page visibility settings in HMIS do not share additional data elements beyond your Agency

HIPPA Covered Entities should complete an additional internal audit



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.



Point in Time & Housing Inventory Count

Reminders:

0628 HIC Report for Permanent Housing projects requires Client Location

Select when CoC the Head of Household is staying in at every data collection point (Start, Interim, or Exit)

ANSWER Client Location for Head of Household only!

Client Location

-Select-



Point in Time & Housing Inventory Count

Reminders:

Once you've worked with Data Center staff to correct, we'll send you the link to submit Final Reports. Help us by confirming the data through this submission!

Agency	Project Type	Status
Community Link (& Cardinal)	PSH	In Progress
Inter-Faith Council for Social Service	ES & TH	In Progress
Volunteers of America	RRH	No Clients on PIT

Any Questions?



System Performance Measures

What do we know?

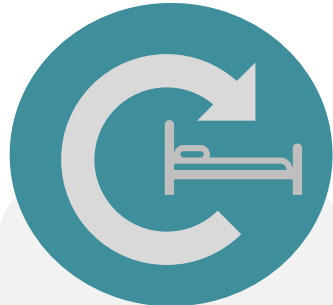
Can you name any of HUD's System Performance Measures?

System Performance Measures



1

Length of Time Homeless



2

Return to Homelessness



3

Number of Homeless



4

Increase in Income



5

First Time Homeless



7

Exits and Retention of PH

Length of Time Homeless (LOTH)

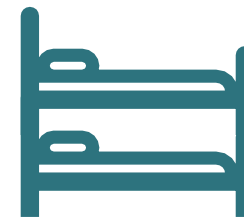
What is LOTH?

Length of Time + Homeless

of Days



Emergency Shelter
Transitional Housing



Length of Time Homeless (LOTH)

What is LOTH?

Clients in 1
year period,
looking back 1
year further



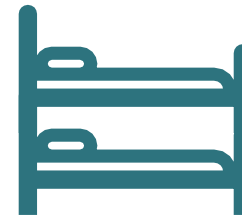
Length of Time

+

Homeless

of Days

Emergency Shelter
Transitional Housing



Length of Time Homeless (LOTH)

All days in Shelter or Transitional Housing are counted during:

the lookback year & the report year
(10/1/2016 – 9/30/2017) (10/1/2017 – 9/30/2018)

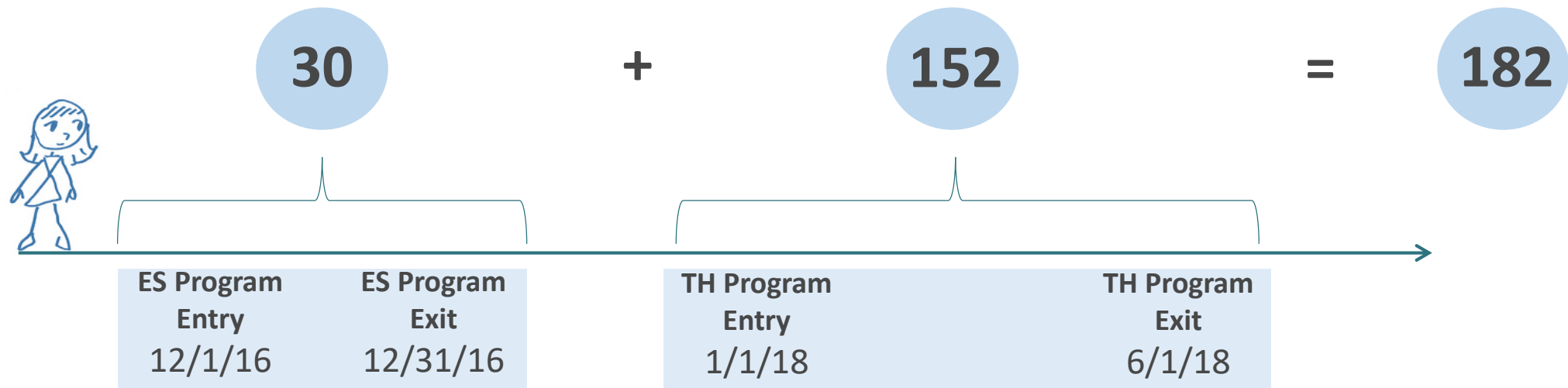


Length of Time Homeless (LOTH)

All days in Shelter or Transitional Housing are counted during:

the lookback year
(10/1/2016 – 9/30/2017)

& the report year
(10/1/2017 – 9/30/2018)



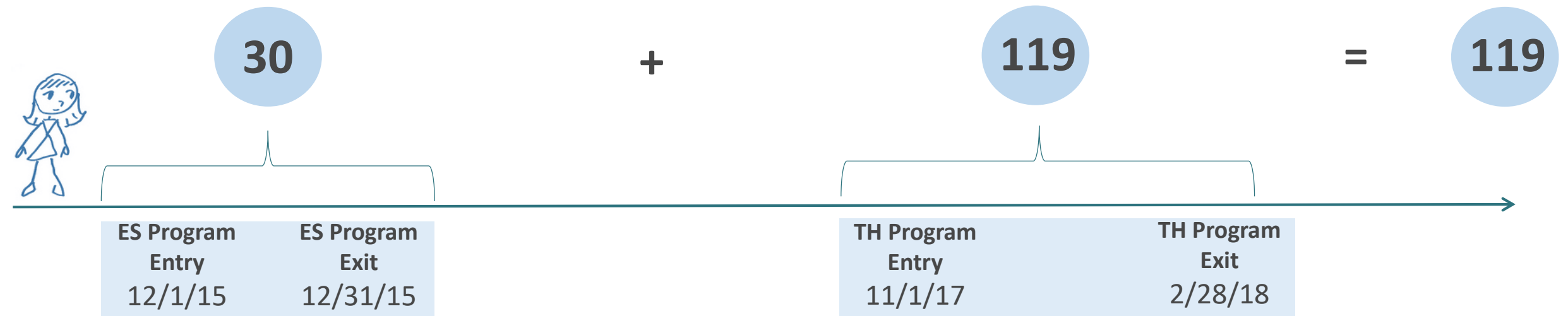
Length of Time Homeless (LOTH)

If a client stayed in Shelter or Transitional Housing before or after the lookback year (10/1/2016 – 9/30/2017) and the report year (10/1/2017 – 9/30/2018), those days are not counted.



Length of Time Homeless (LOTH)

If a client stayed in Shelter or Transitional Housing before or after the lookback year (10/1/2016 – 9/30/2017) and the report year (10/1/2017 – 9/30/2018), those days are not counted.



Length of Time Homeless (LOTH)

What is LOTH not?

- Not comprehensive history of Homelessness
- Not time in PH before unit is found
- Not unsheltered homelessness
- Not couch-surfing and housing instability
- Not entries for clients before lookback



What's the difference between Average and Median?



Average = 30 days

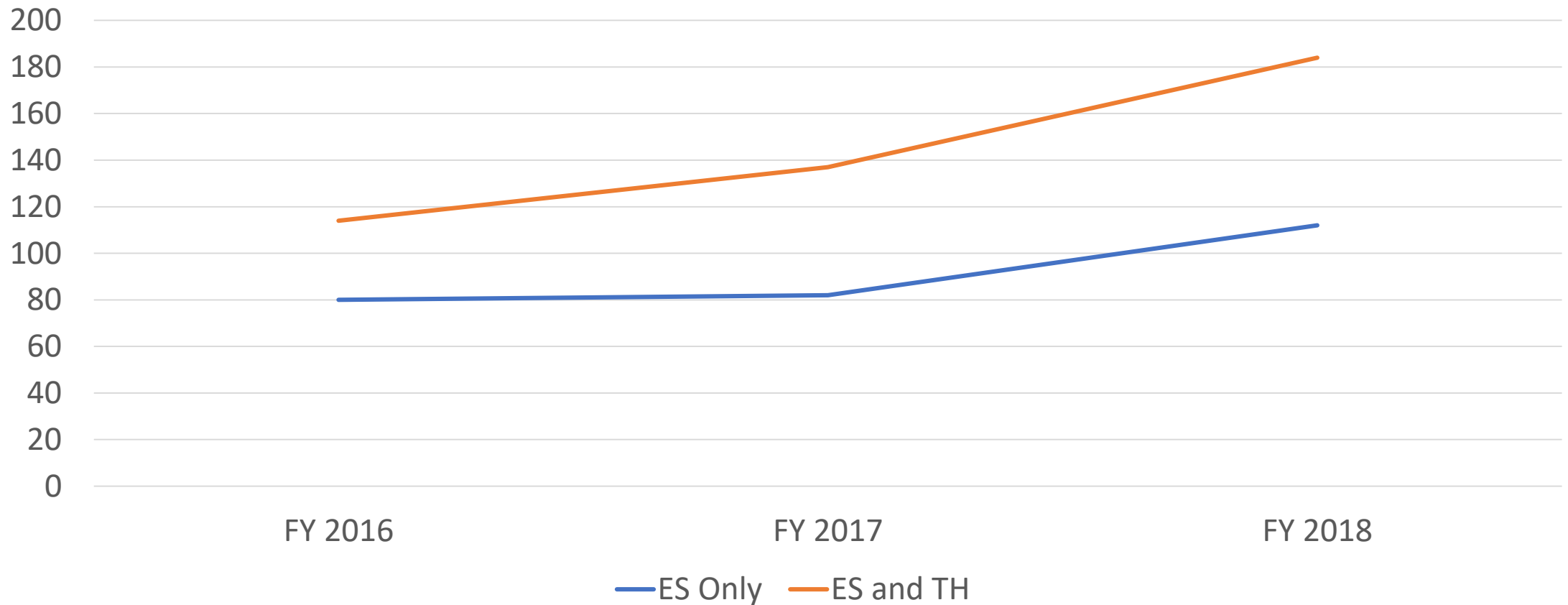
Adding 10, 10, 20, 30 and 80 and then dividing by five equals 30 days

Median = 20 days

50% of clients stayed less than 20 days and 50% stayed more than 20 days and

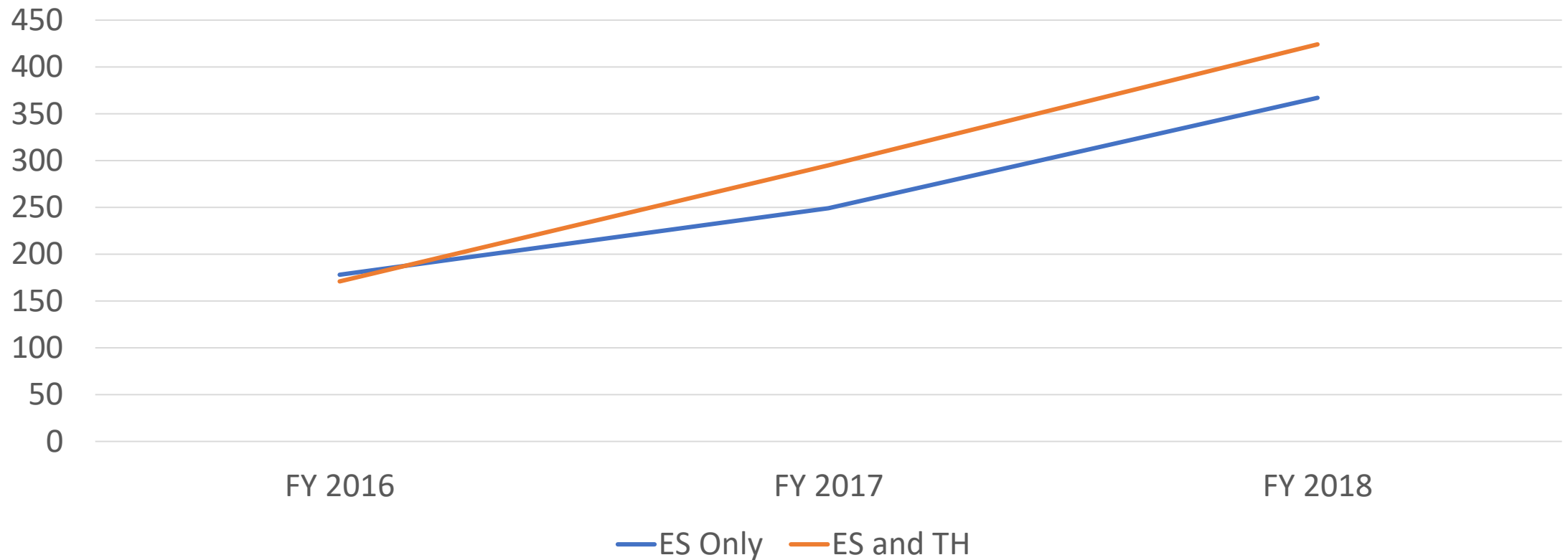
Length of Time Homeless (LOTH) Part A

Average Days Homeless in Orange CoC



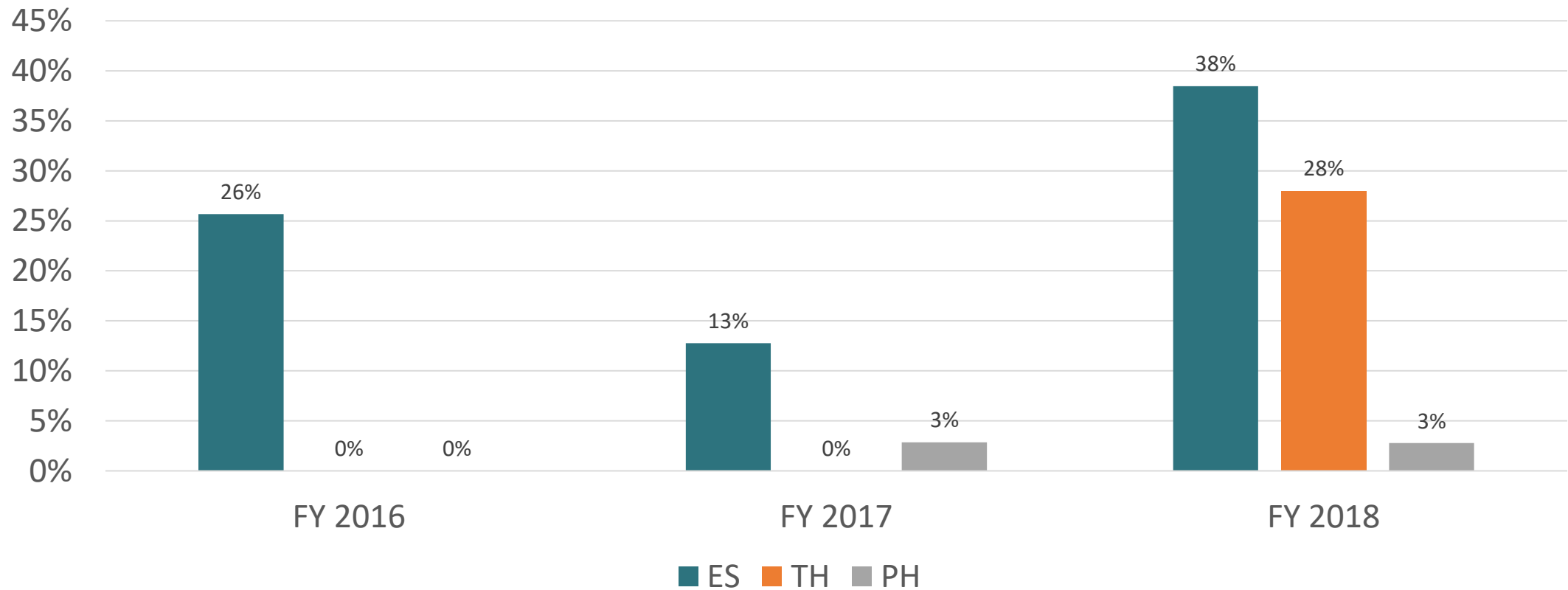
Length of Time Homeless (LOTH) Part B

Average Days Homeless in Orange CoC including
Approximate Date Homelessness Started



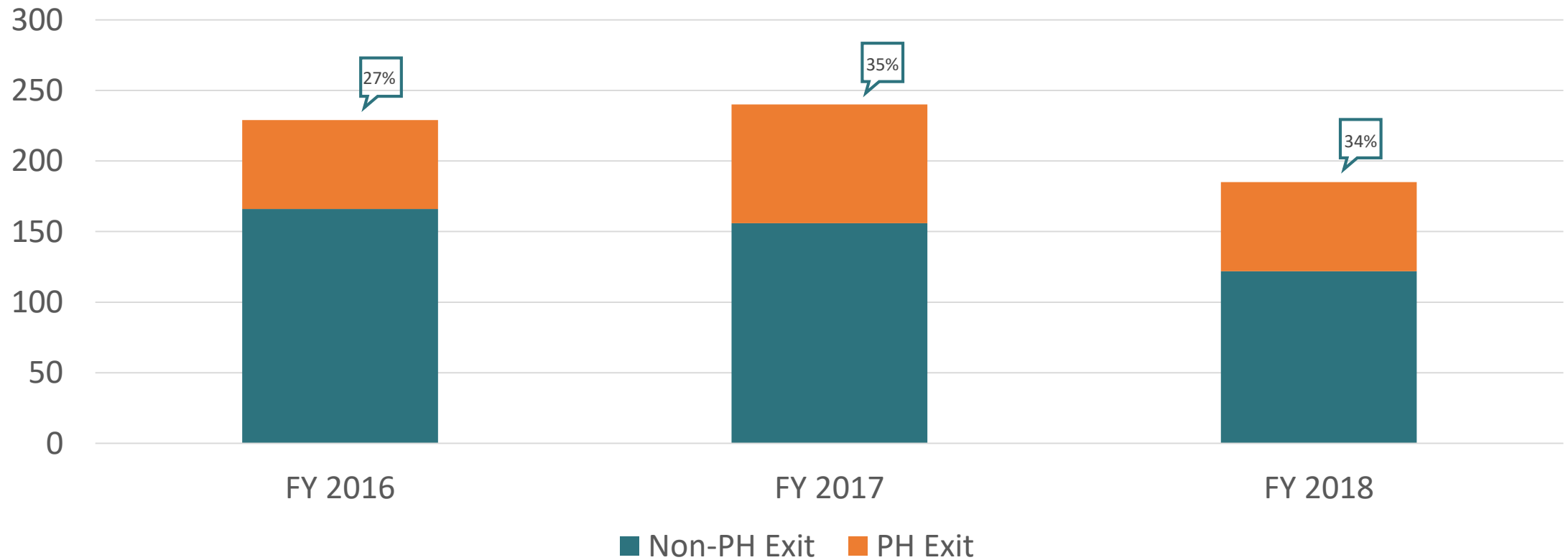
Returns to Homelessness

Returns to CoC System after PH Exit



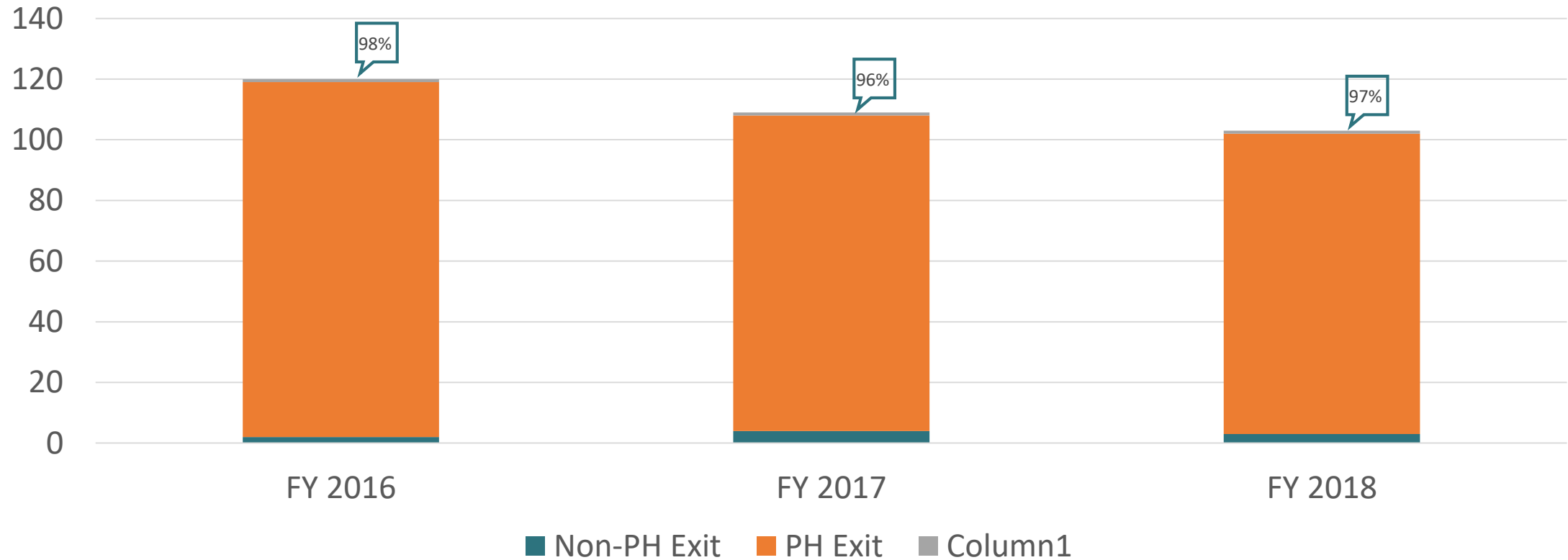
Permanent Housing Exits & Retention Part A

Permanent Housing Exits from ES, TH, or RRH



Permanent Housing Exits & Retention Part B

Permanent Housing Exits & Retention PSH



Name that Exit Destination!

Whoever can name the most Exit Destinations within each type, wins!

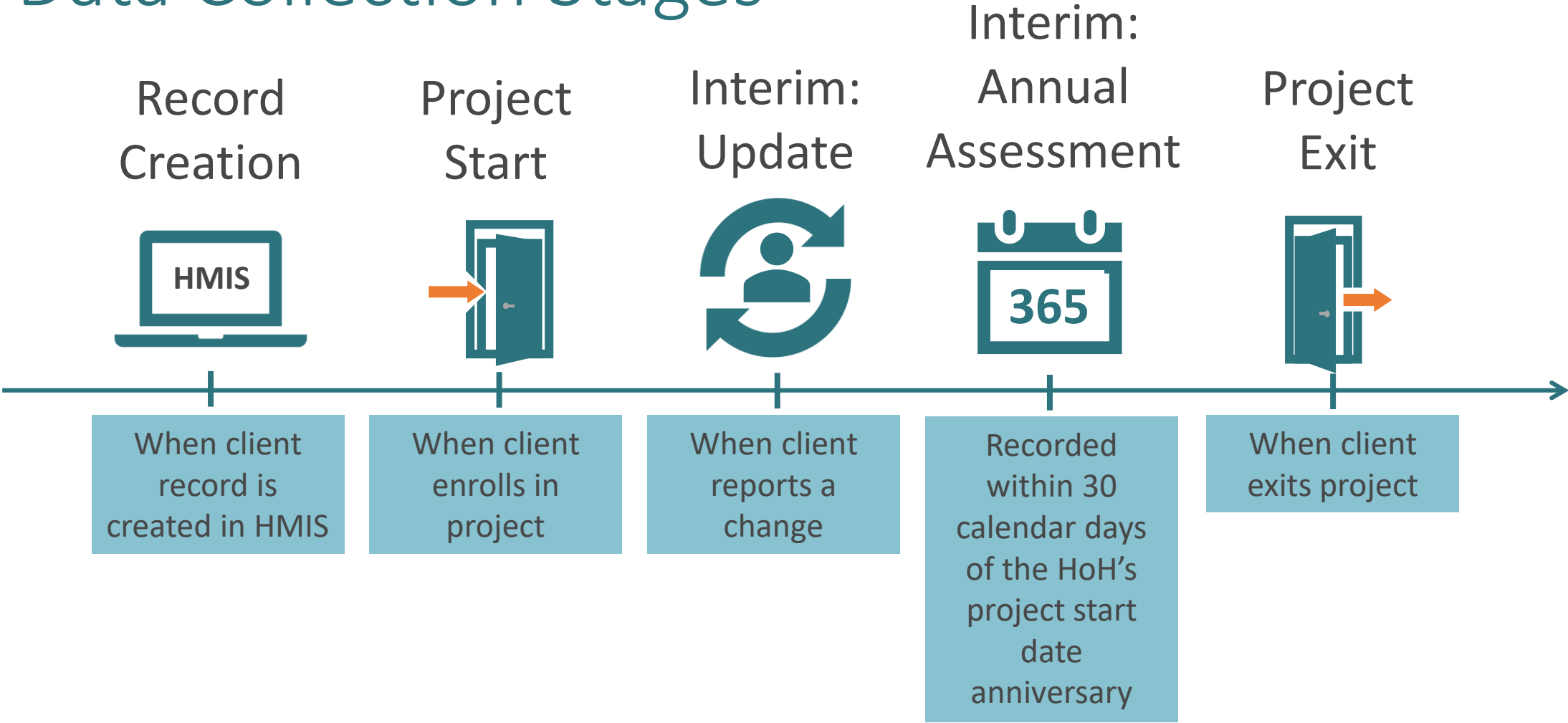
- Other/Null
- Temporary
- Permanent



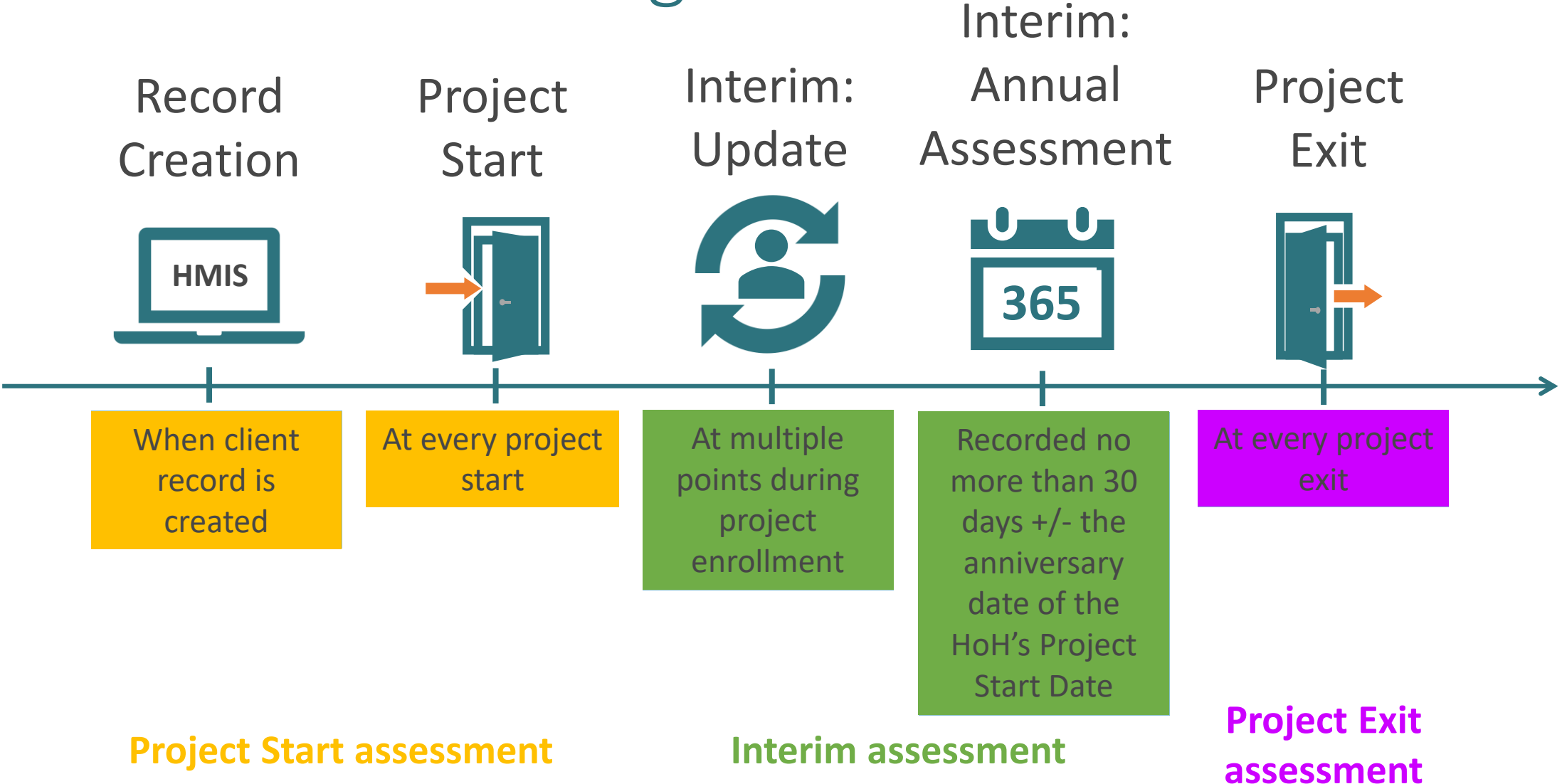
Data Collection Stages

with Project Start Date and Project Exit Date

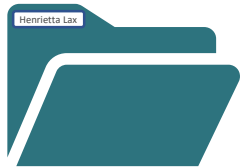
Data Collection Stages



Data Collection Stages



Data Collection Stage: Record Creation



What

Creates the client profile and contains data elements collected once or are unlikely to change



Who

All clients



Collection Notes

Each client should have one Record Creation point in a given database, but may have more than one project start, etc.



Data Collection Stage: Project Start



What

When the most data elements are collected through an Entry Assessment (aka Intake) to establish the client's initial status



Who

All clients



Collection Notes

Once collected at Project Start, data changes should not be edited on the Entry but through an Update or Annual Assessment

Project Start Date



What

Determines the beginning of client participation in a project
A “snapshot” of the client on their first day



Collection Notes

Data should reflect the client’s status on day 1 of their entry into a project

Different for each project type

Project Start Date



Who

All clients



Data Collection Stage

On Project Start Assessment

Project Start Date



Collection Notes

Project Type	When do I enter Project Start?
Street Outreach (SO)	First contact between client and outreach worker
Residential homeless (ES, TH)	First night the client sleeps in a bed
Permanent Housing (RHR, PSH)	The date when an eligible client accepts offer of available services
All Other (SSO, PV)	First services delivered to client

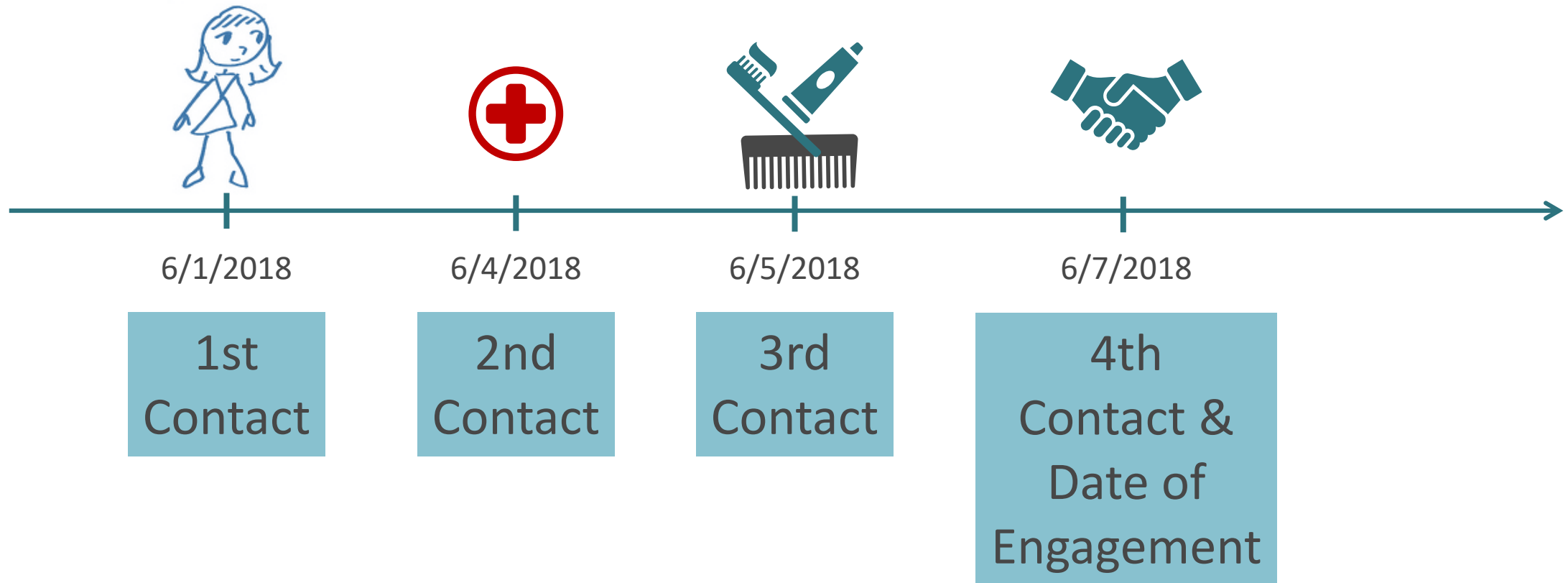


Meet Henrietta

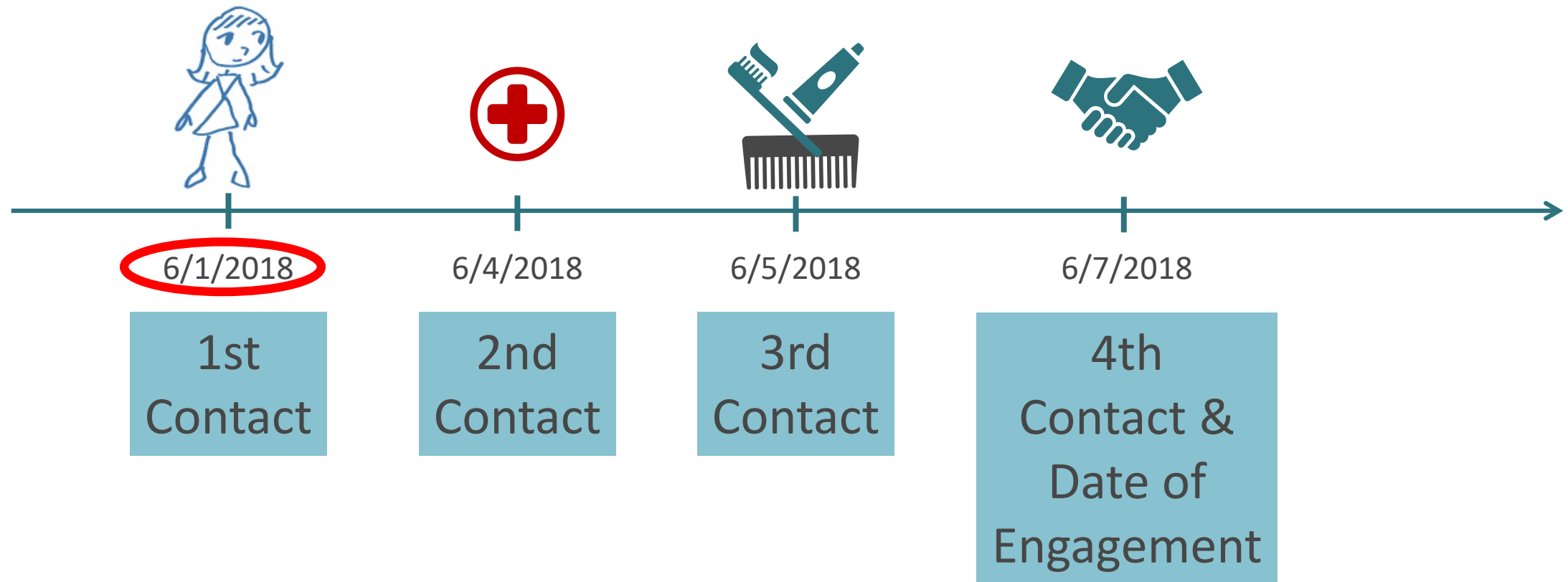


Henrietta is our example client to illustrate real-life context for HMIS data collection and data entry

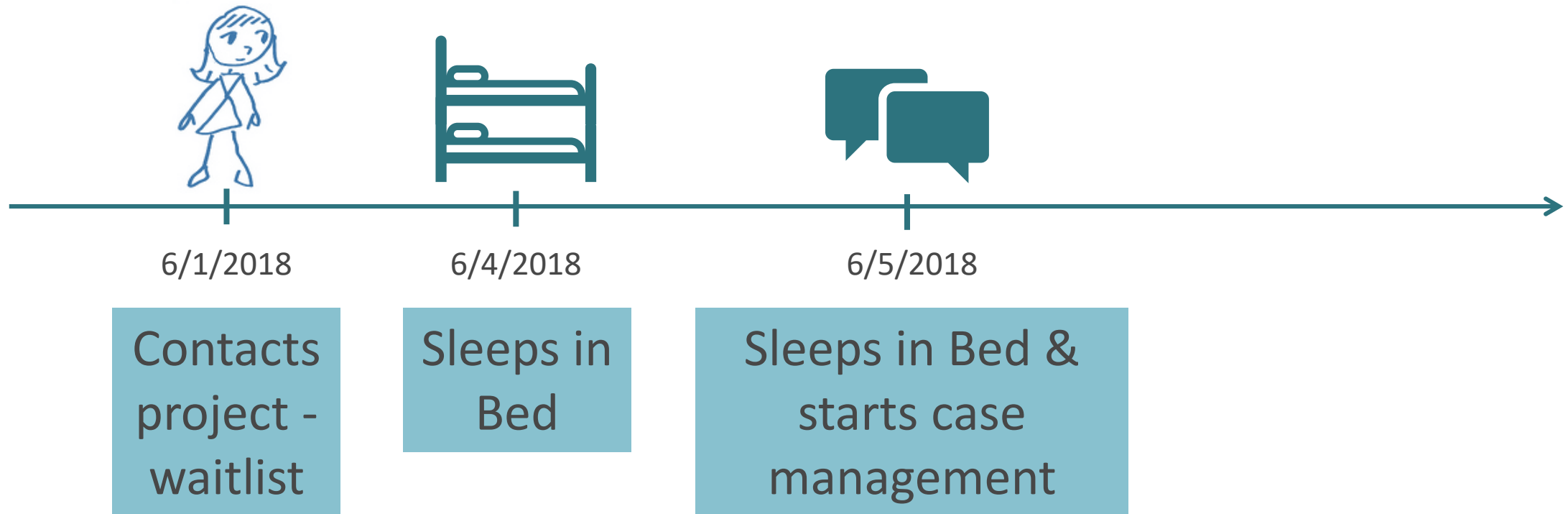
Project Start Date: Street Outreach



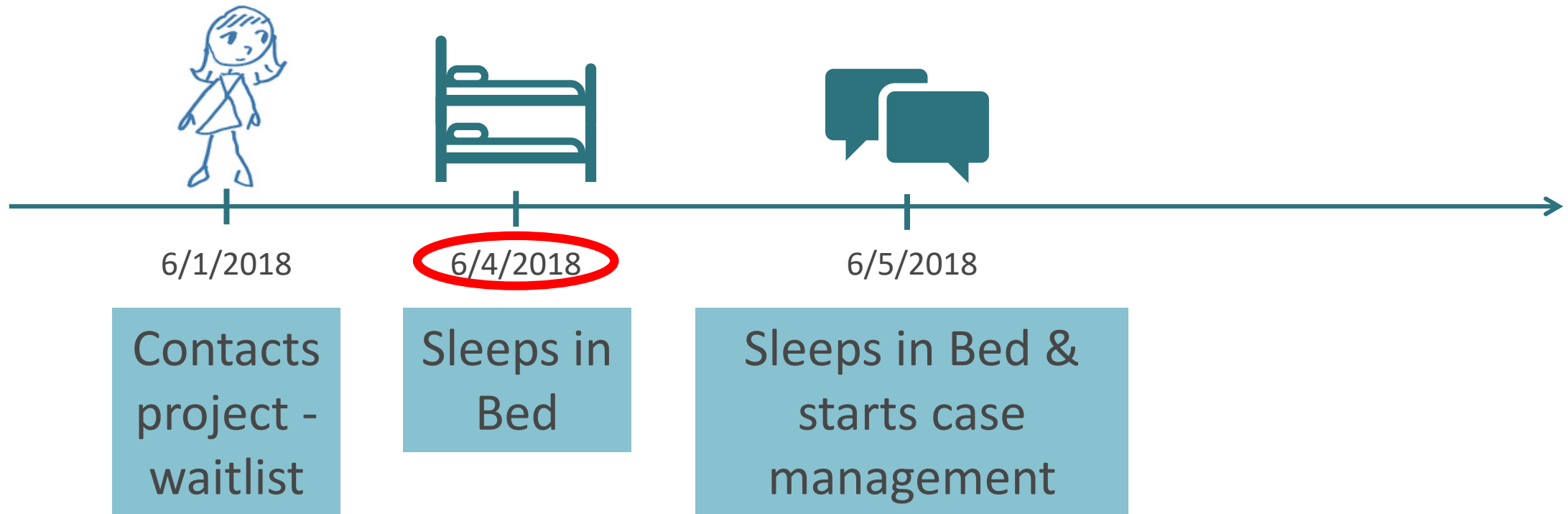
Project Start Date: Street Outreach



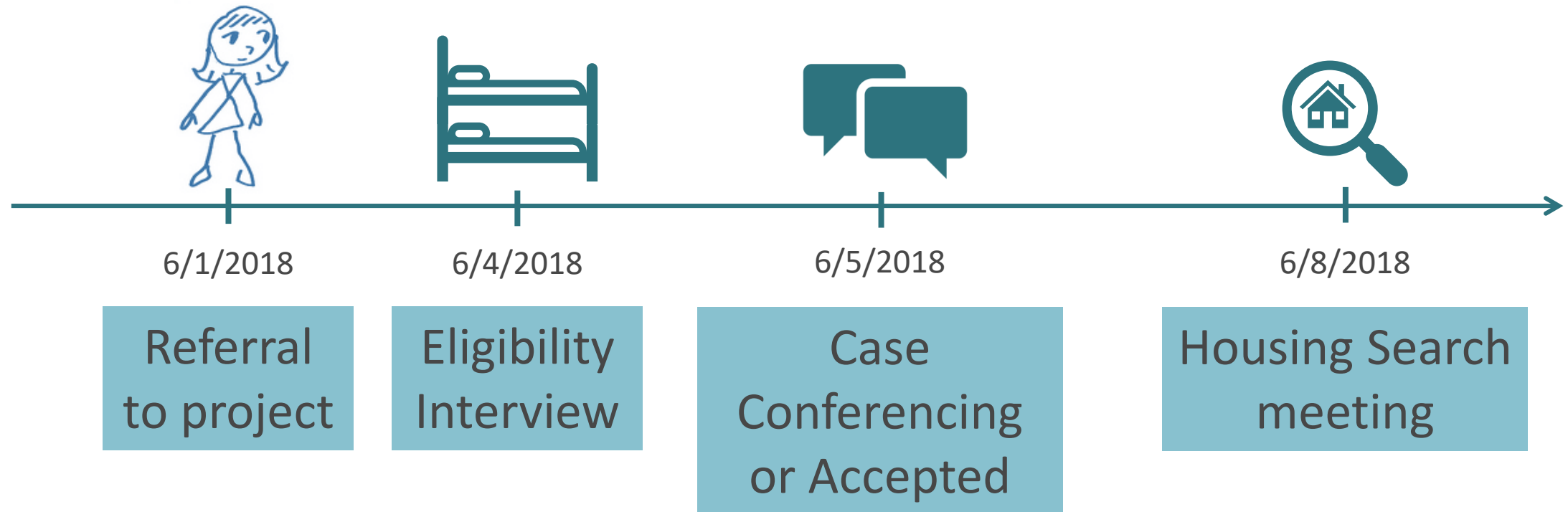
Project Start Date: Residential Homeless Projects (ES, TH)



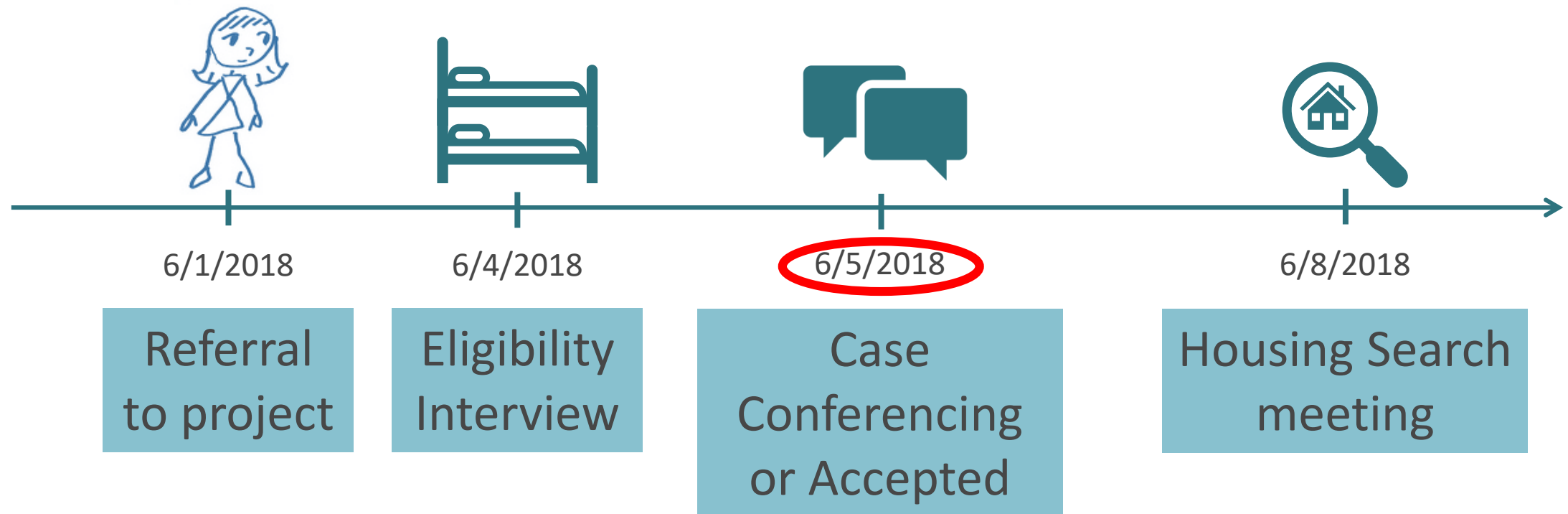
Project Start Date: Residential Homeless Projects (ES, TH)



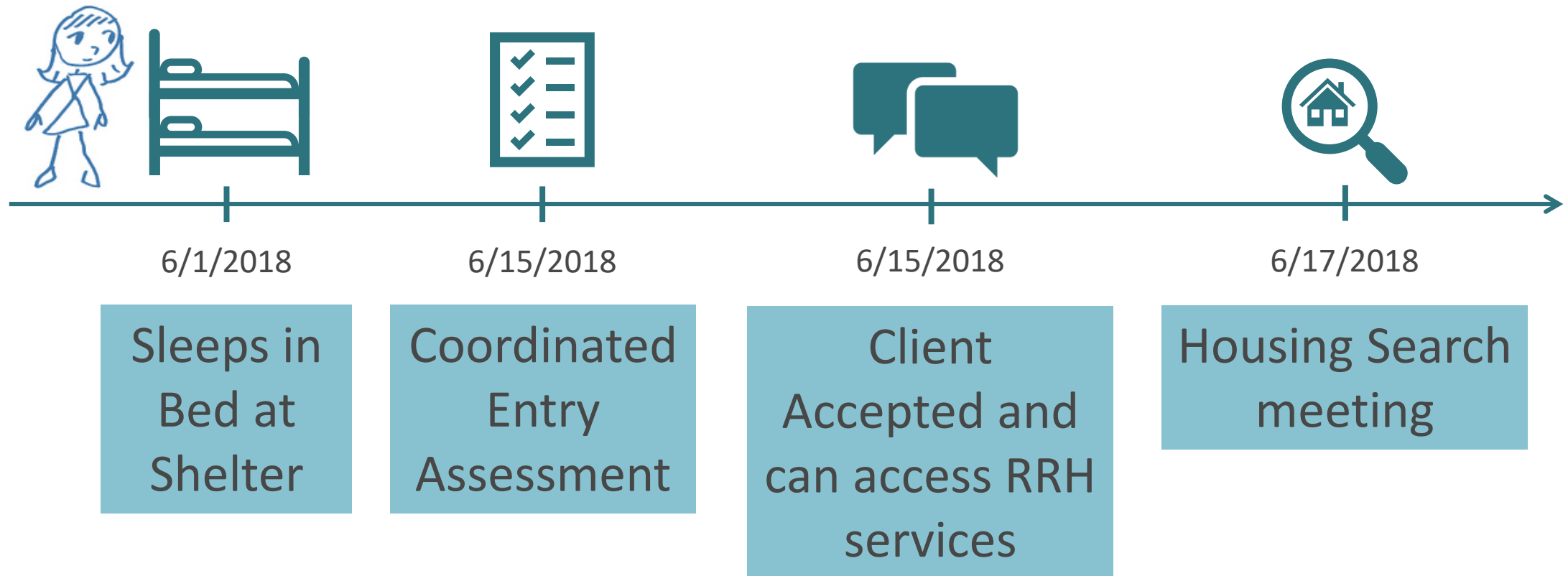
Project Start Date: Permanent Housing (RRH, PSH)



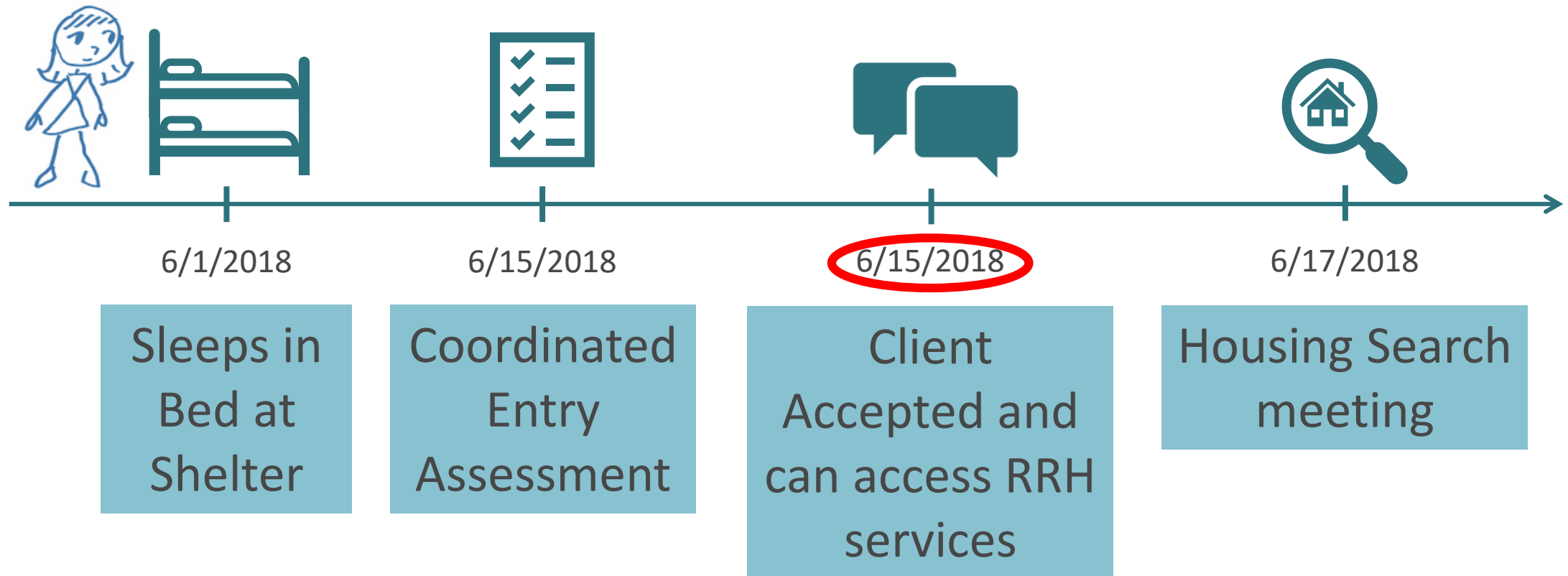
Project Start Date: Permanent Housing (RRH, PSH)



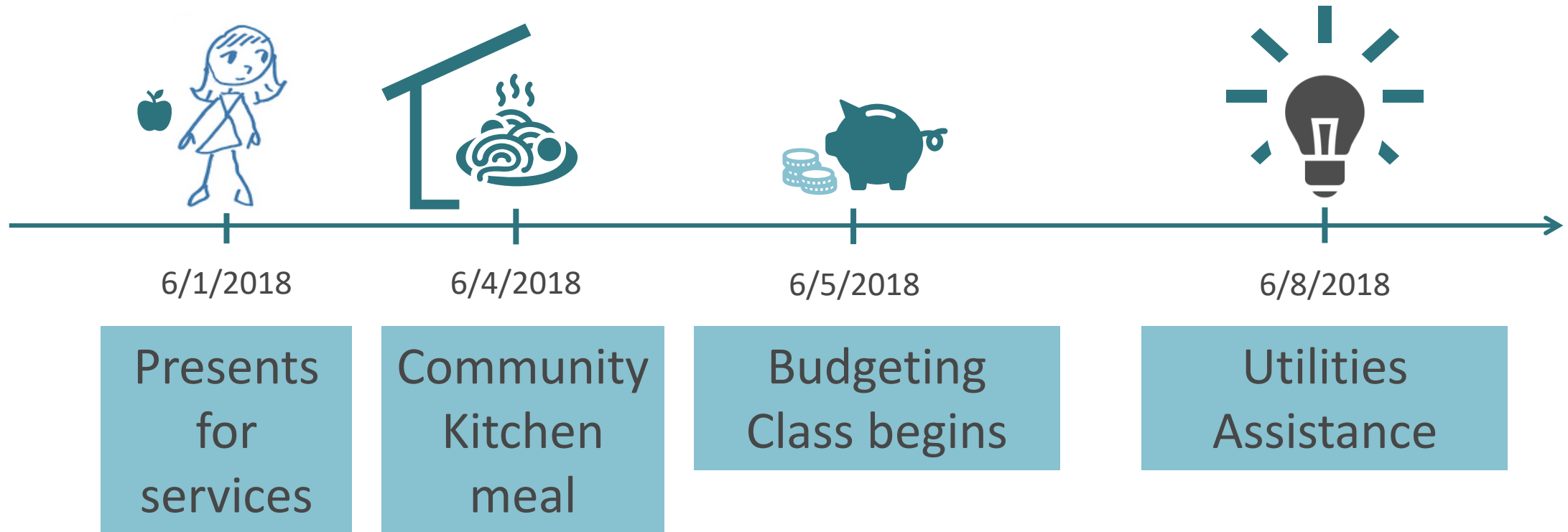
Project Start Date: Permanent Housing (RRH, PSH) from Shelter



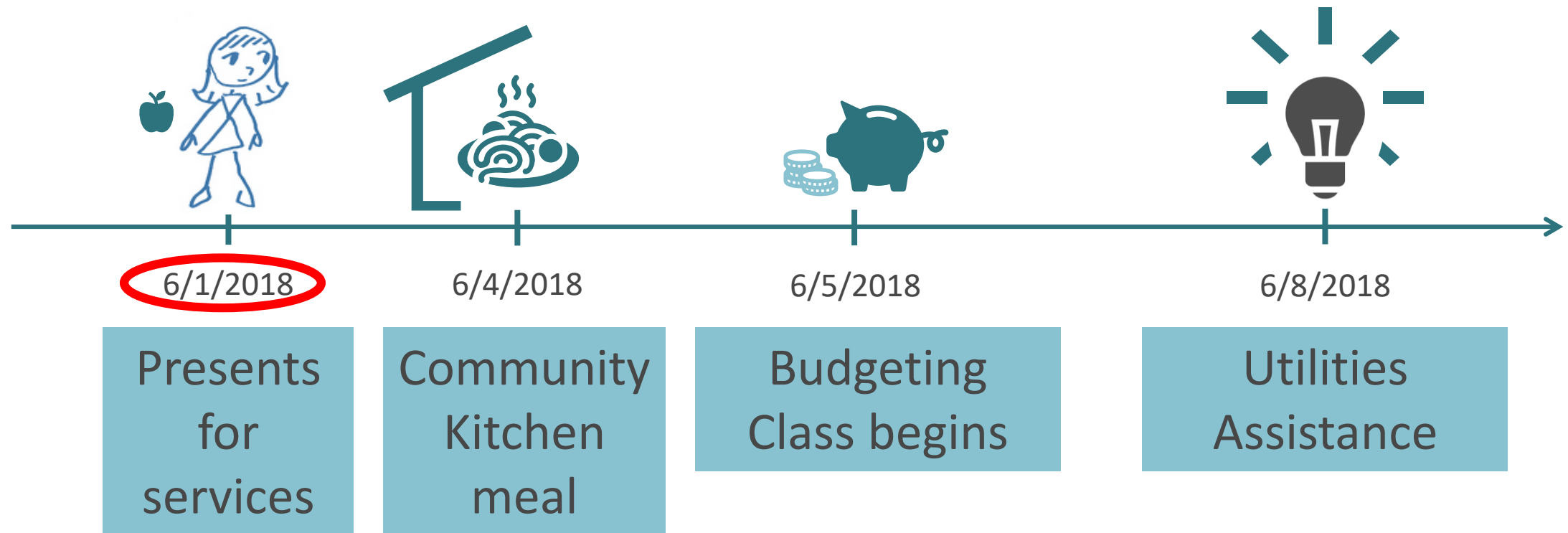
Project Start Date: Permanent Housing (RRH, PSH) from Shelter



Project Start Date: All Other projects (PV, SSO)



Project Start Date: All Other projects (PV, SSO)



Data Collection Stage: Interim Update



What

When elements are collected at multiple points during project enrollment in order to track changes over time or entered to record activities as they occur



Who

All clients

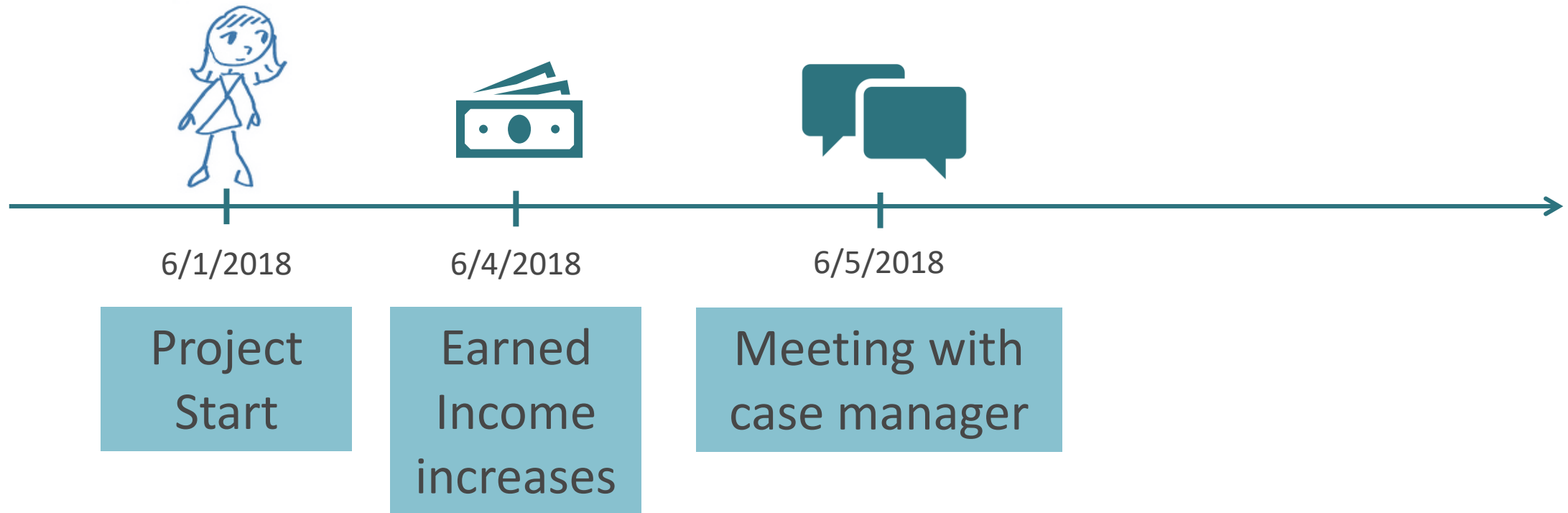


Collection Notes

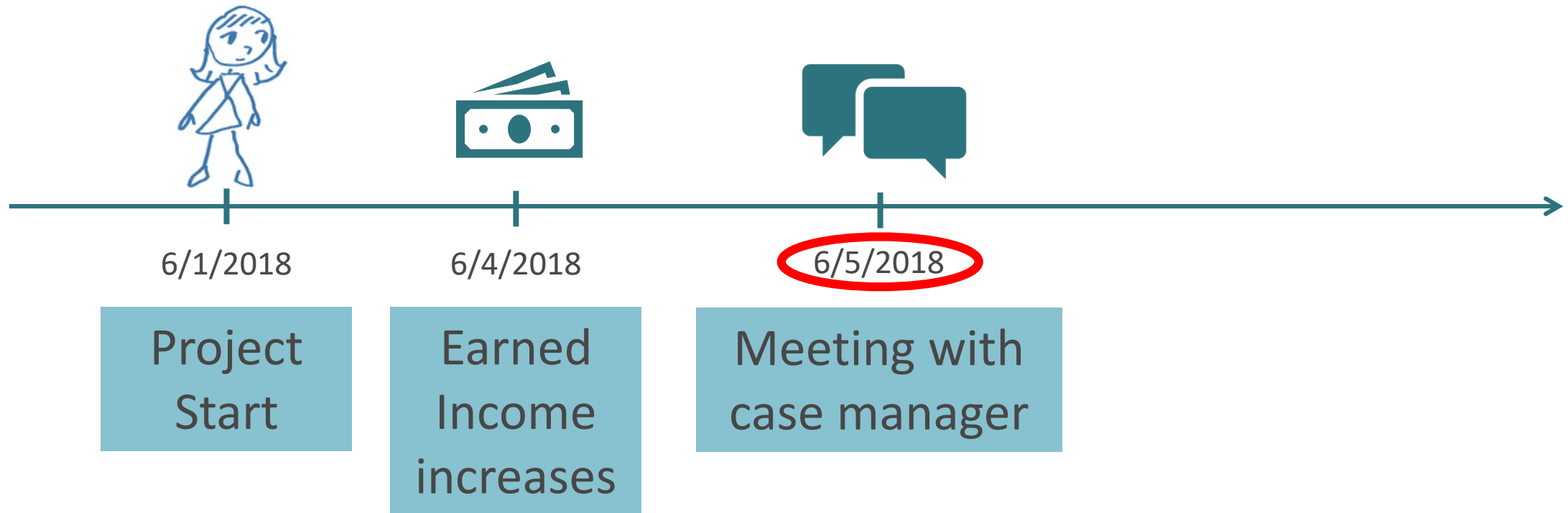
This is the only collection stage to record Housing Move-In dates.



Interim Update: What is the date of the Interim?



Interim Update: What is the date of the Interim?



Data Collection Stage: Interim Annual Assessments



What

When clients have been enrolled in a single project for 365+ days, the current context or any changes must be recorded here



Who

All clients



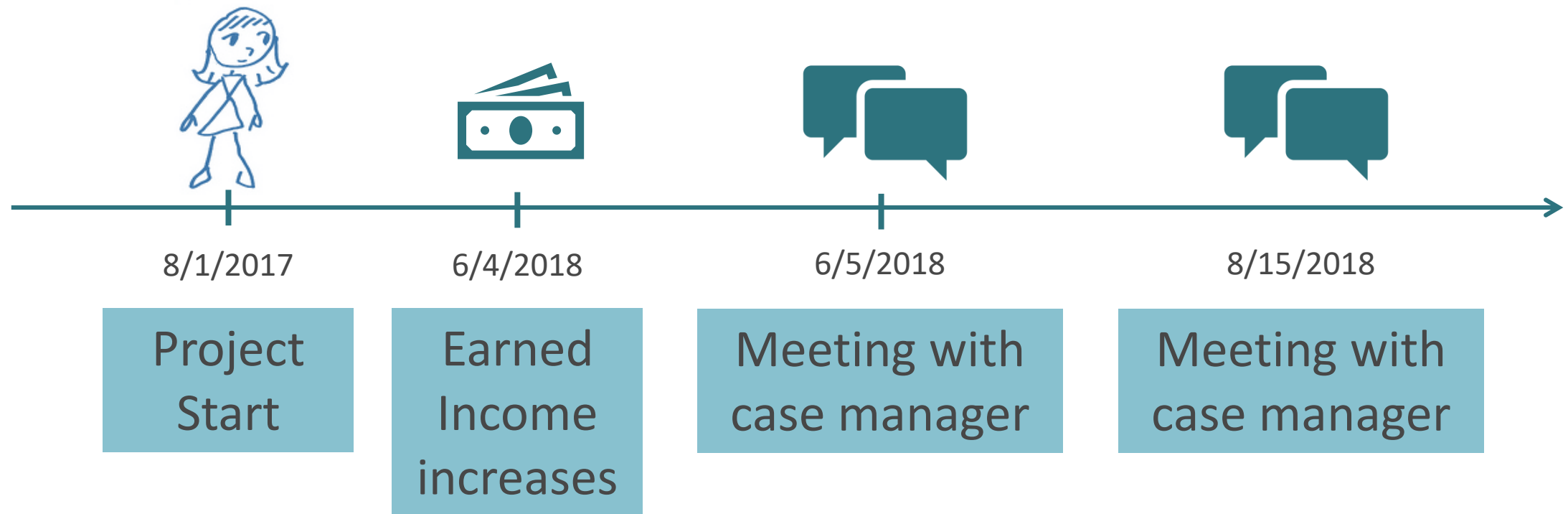
Collection Notes

Anniversary dates are drawn from the Head of Household's Project Start Dates

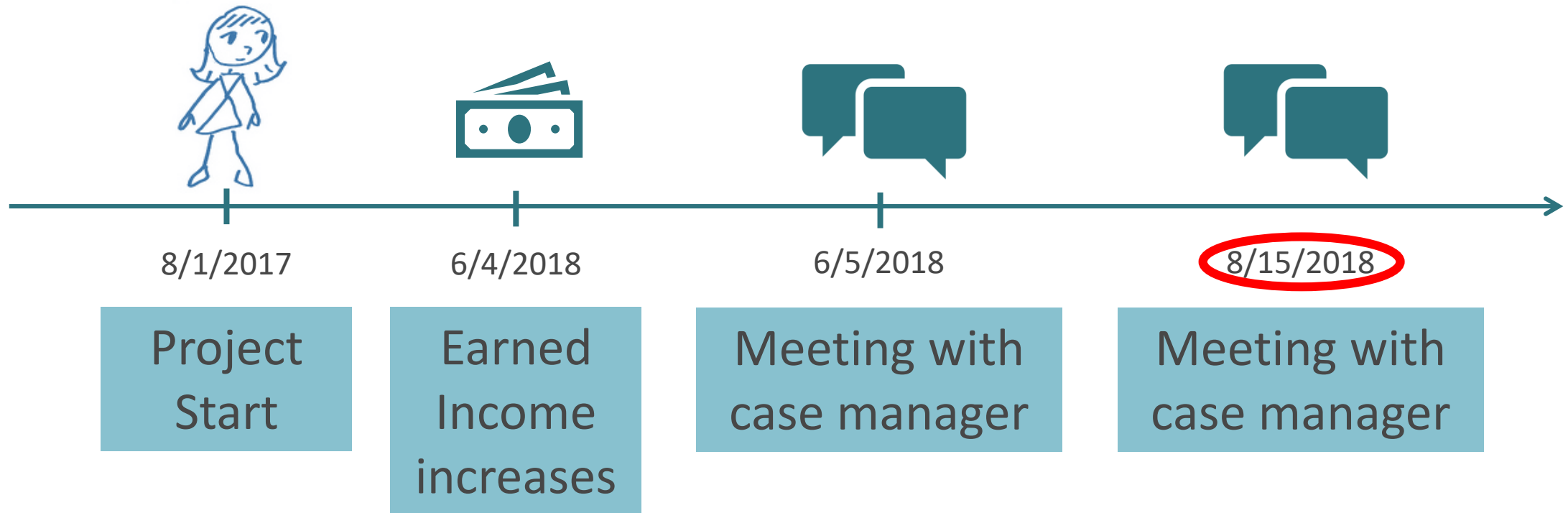
Annuals must be recorded (for all clients) 30 days before or 30 days after the Head of Household's Anniversary date



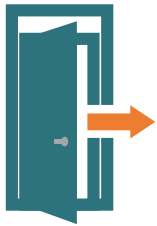
Interim Annual Assessment: What is the date of the Interim?



Interim Annual Assessment: What is the date of the Interim?



Data Collection Stage: Project Exit



What

When the last data elements are collected through an Exit Assessment (aka Exit Interview) to establish the client's basic context and destination



Who

All clients



Collection Notes

Data should reflect the client's status on the last day of their entry into a project

This final stage demonstrates the impact projects have had on clients since their Project Start



Project Exit Date



What

Determines the end of client participation in a project

A “snapshot” of the client on their last day

Contains the essential outcome element Destination and the last check on the client’s context



Collection Notes

Different for each project type

Project Exit Date



Who

All clients



Data Collection Stage

On Exit Assessment

Project Exit Date



Collection Notes

Project Type	When do I create an exit?
Street Outreach (SO)	Client enters another project or finds housing, finds another outreach project, is deceased, or outreach worker cannot find and client has no contacts for 90 days
Residential homeless (ES, TH)	When a client leaves the bed and does not return that night
Permanent Housing (RHR, PSH)	When services end and client is no longer official participant on caseload
All Other (SSO, PV)	When the last services delivered to client



 What's Next?

What's Next Calendar

Due	Report/Event Name
January 30 th	Orange Point in Time (PIT) Count
March 1 st	PIT and HIC Reports in ART Inbox
March 22nd	PIT and HIC Reports Submission Deadline
April 15 th	April Orange HMIS Users Meeting
April 30 st	HUD PIT Count and Housing Inventory Count (HIC) deadline
May 12 th	May Orange HMIS Users Meeting
May 31 st	HUD System Performance Measures (SPM) deadline



ncceh.org/hmis

access local support for Balance of State, Durham, & Orange CoCs

919.410.6997 or **hmis@ncceh.org**

helpdesk for local support



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