Orange CoC
HMIS Users Meeting

November 2019

NC COALITION to end HOMELESSNESS

Pre-Meeting Tip!

Dashlet Reports can give you KPIs

- No nuance, just whole number of clients
- Options range from:
  - Currently enrolled clients (Entries, no exits)
  - Clients with you listed as Case Manager
  - Clients with Outstanding Referrals/Incoming Referrals

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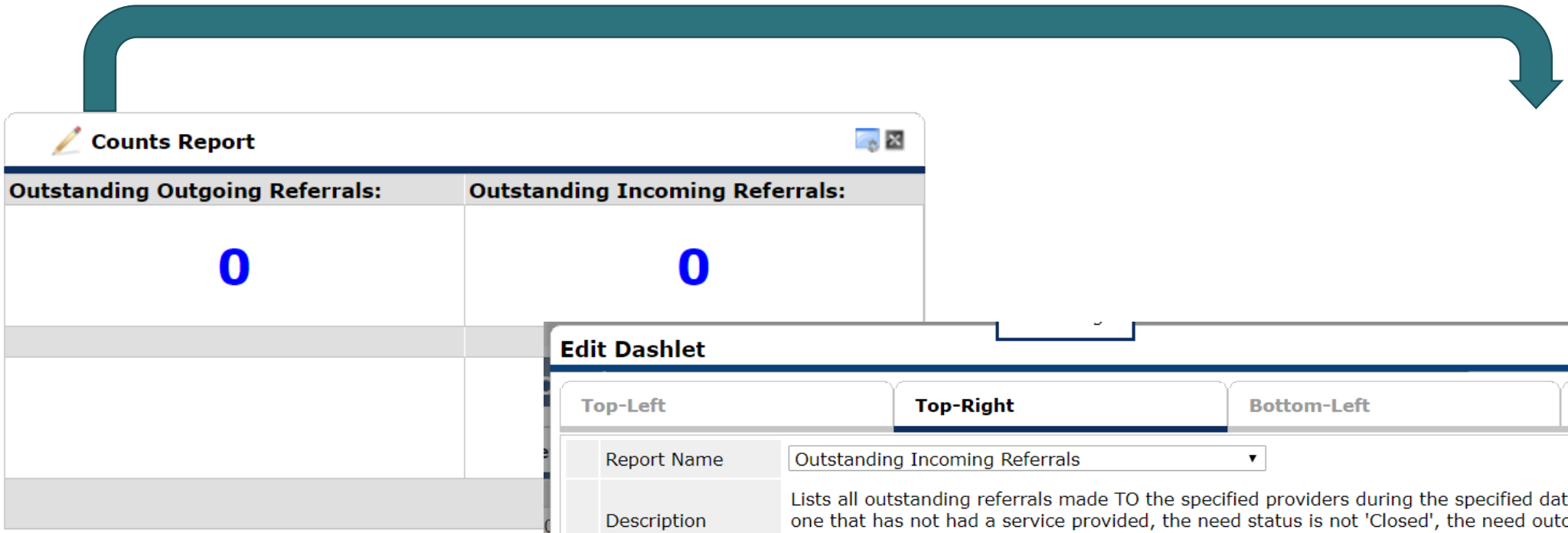
Pre-Meeting Tip!



Agenda

November 2019

System Updates

Disabling Condition collection note

System Performance Measures

How can we help?

DQ Corrections for SPMs

What's Next

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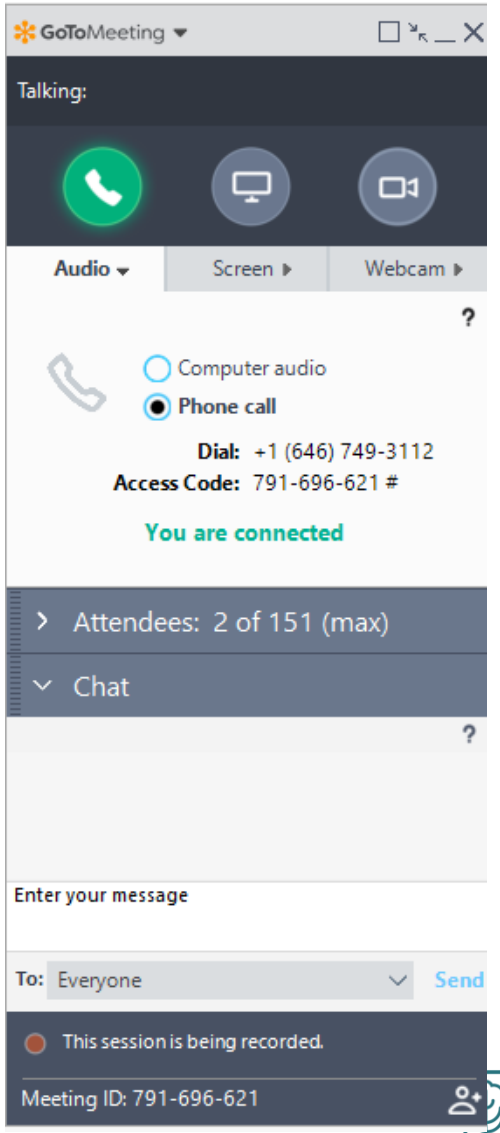
Welcome

Reminders

Your line is muted. We will unmute the line during Q&A pauses.

The chat box is available



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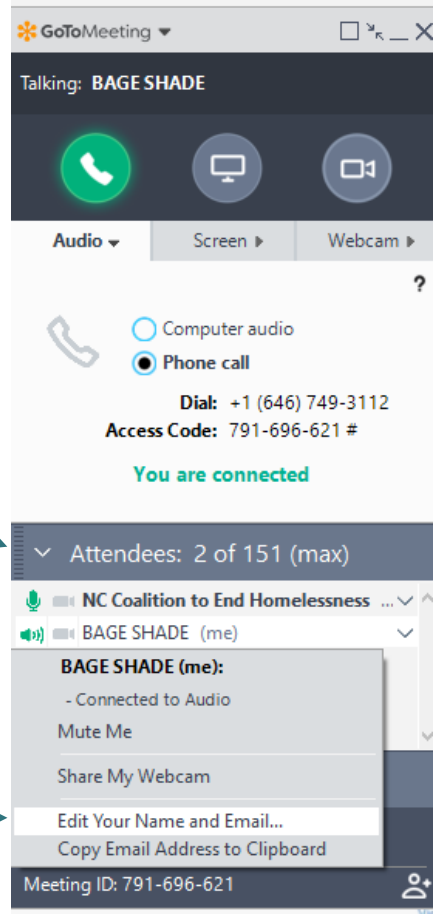
Make sure you're counted!

Enter your name(s) so we know you are here

1. Click Attendees
2. Click on (me)
3. Click Edit your Name and Email…



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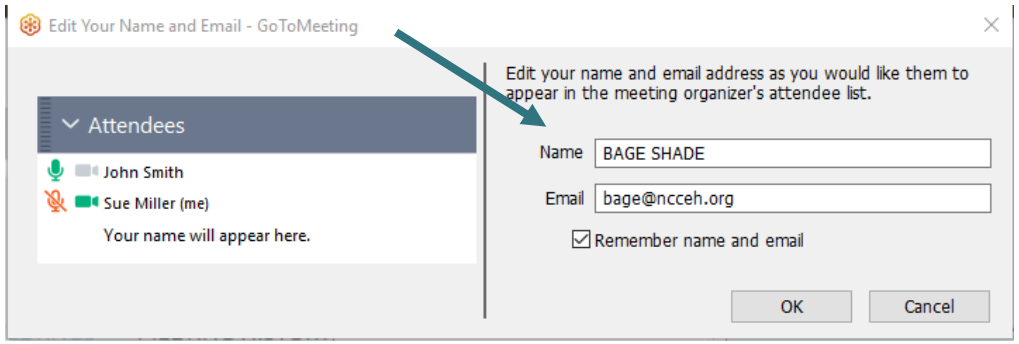

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System Updates

Disabling Condition collection notes

Updates for Disabling Condition splits normal workflow

If the Gateway question changes, you must change the response on the Project Start Assessment (not the Interim Update)

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Disabling Condition collection notes

Updates for Disabling Condition splits normal workflow

If the Gateway question changes, you must change the response on the Project Start Assessment (not the Interim Update)

Example: if a client starts without a disabling condition and becomes disabled, make sure the question is accurate on Intake

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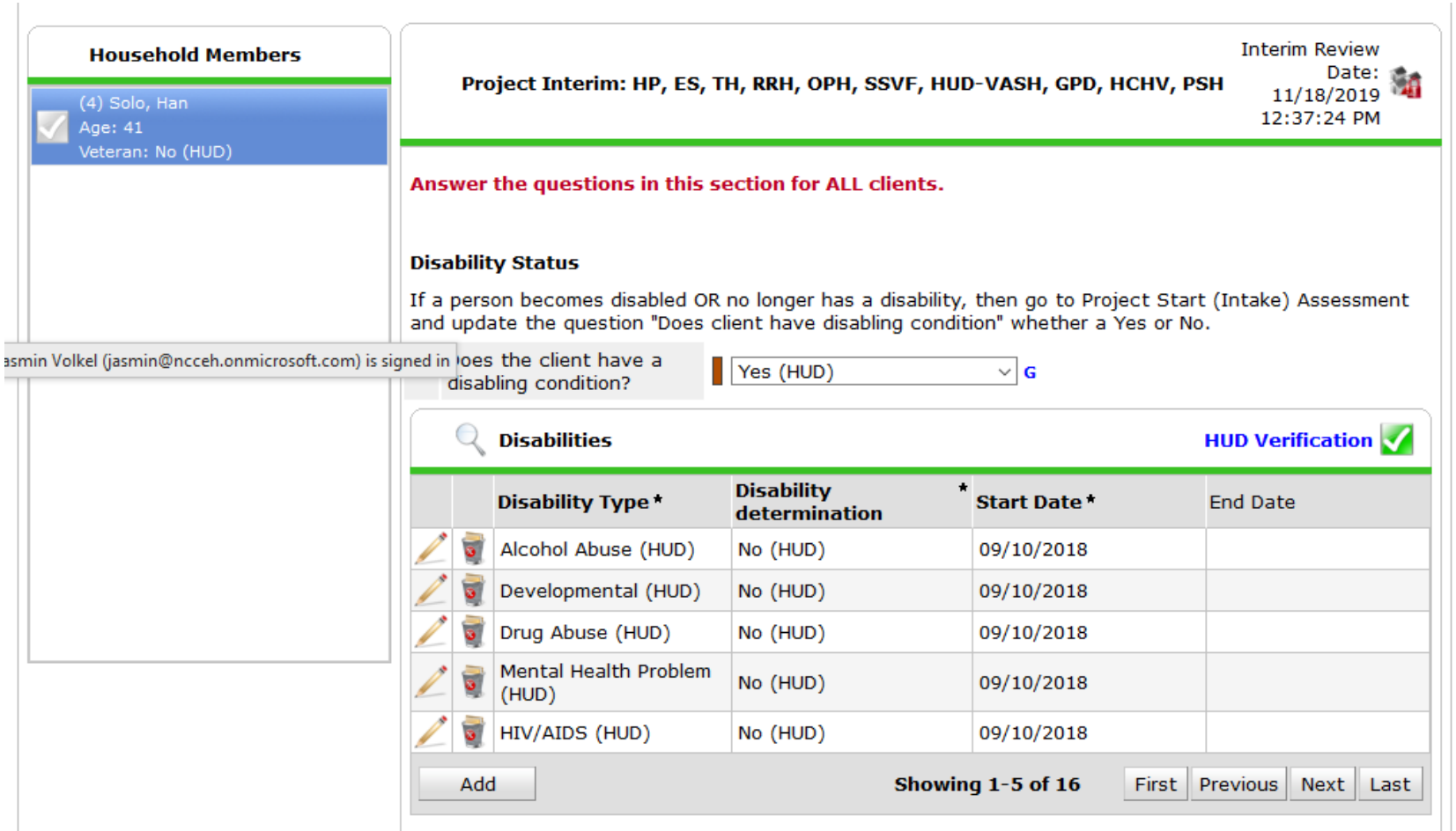
Disabling Condition collection notes

Updates for Disabling Condition splits normal workflow



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System Performance Measures

Denise Neunaber

NC COALITION to end HOMELESSNESS

Understanding our System

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

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"Ships don't sink
because of the water
around them,
they sink because of the
water that gets in
them."

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What HMIS client data is included?

October 1, 2018 to September 30, 2019

October 1, 2016 to September 30, 2018
(up to 24 months before current year)

Any person who entered SO, ES, SH, TH, RRH and/or PSH during the reporting period

Data are reported as individuals and persons in families

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Data quality impacts the SPMs

Coverage

Include as many homeless service providers in the community in HMIS as possible

Utilization

Bed utilization rates must be between 65% to 105%

Data Quality

Data entry is timely
Low rate of missing data
Data reflects what is accurate
Discrepancies have been identified and addressed

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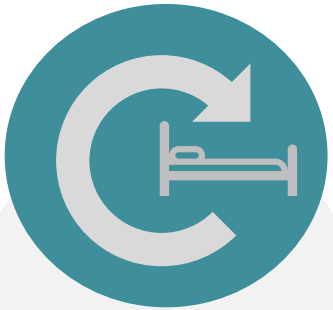
System Performance Measures

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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1 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

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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

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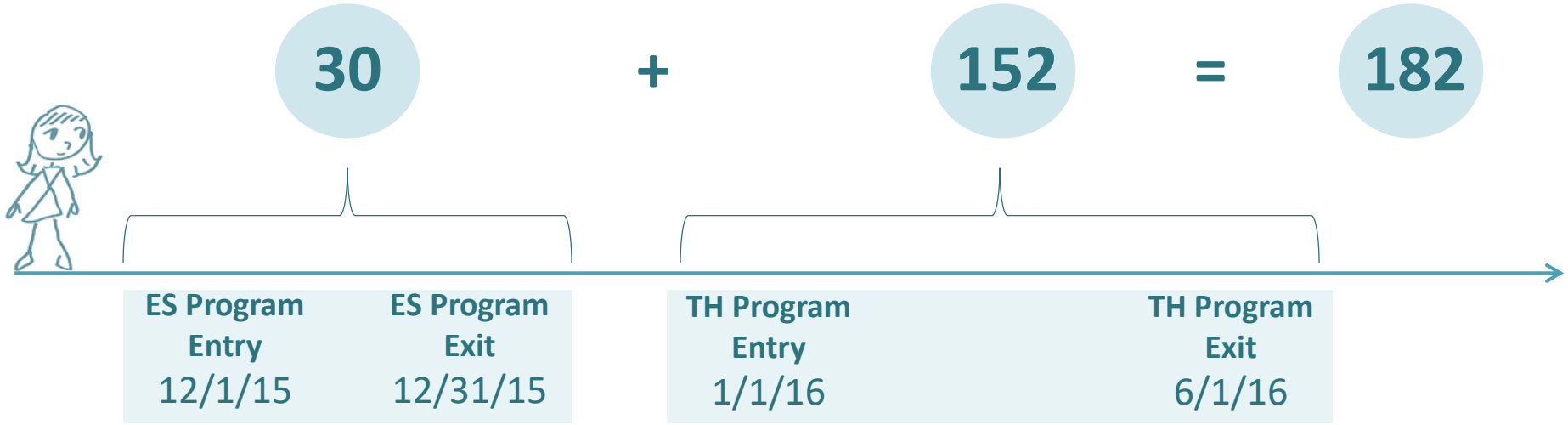
1 Length of Time Homeless



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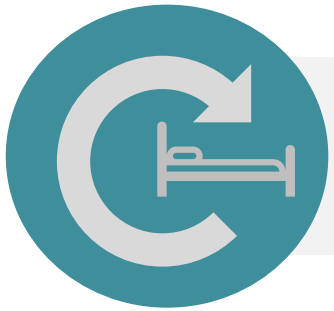

2 Returns to Homelessness

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 within two previous years

Goal

Decrease in the percent of persons who return to homelessness

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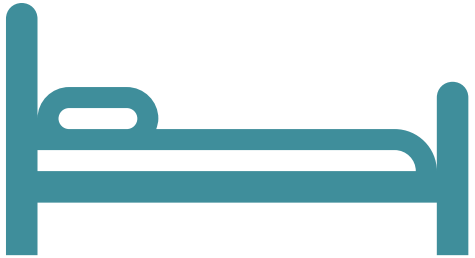
2 Returns to Homelessness

Did the client really exit to permanent housing?



Client is a homeless project

Client exits homelessness to a permanent housing destination

Client is no longer housed and returns to homelessness

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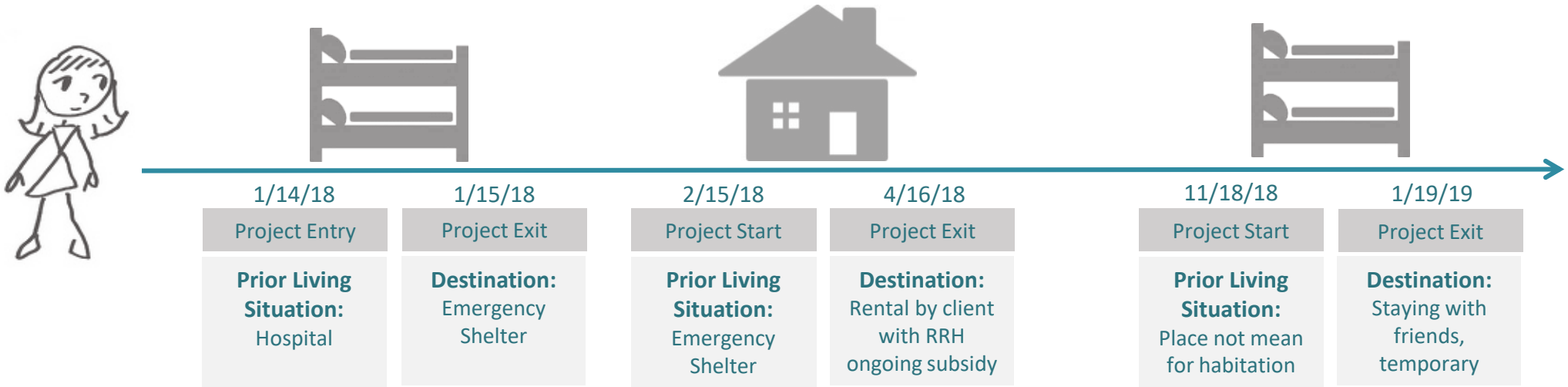
2 Returns to Homelessness

A return is only after an exit to permanent housing



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3 Number of Homeless Persons

Definition

(1) The number of sheltered and unsheltered homeless persons counted as homeless on the Point in Time night

(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

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3 Number of Homeless Persons

PIT Night Count

Unsheltered + Sheltered

HMIS Annual Data

All clients who entered a homeless project during the reporting period

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4 Increase to Income

Definition

The change in the number of clients with employment and income growth for CoC funded programs

Goal

Increase Job and Income Growth for more stable housing

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4 Increase to Income

12/14/18

Project Entry

Income:
$250 Earned
/ month

5/15/19

Project Entry

Income:
$250 Earned +
$775 SSI
/ month

1 Client
Increased
Income

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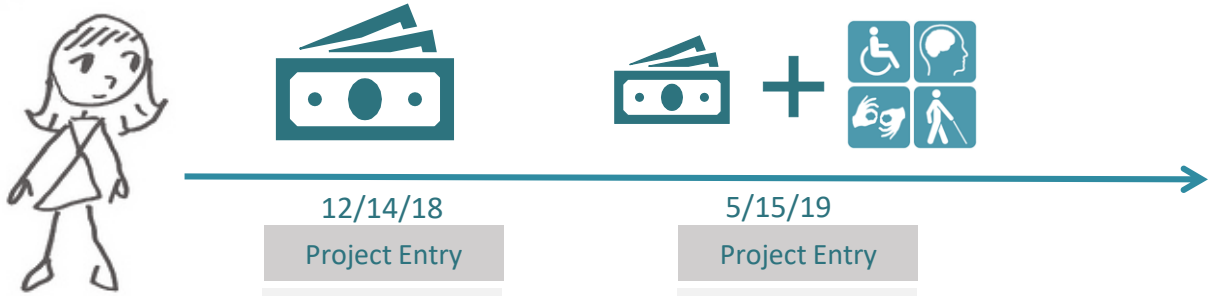
4 Increase to Income



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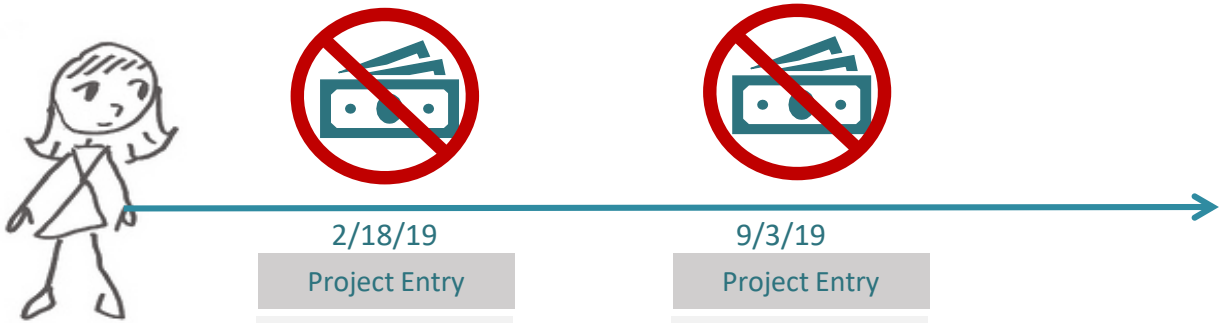

2/18/19
Project Entry
Income:
No Income
/ month

9/3/19
Project Entry
Income:
No Income
/ month

0 Clients
Increased
Income

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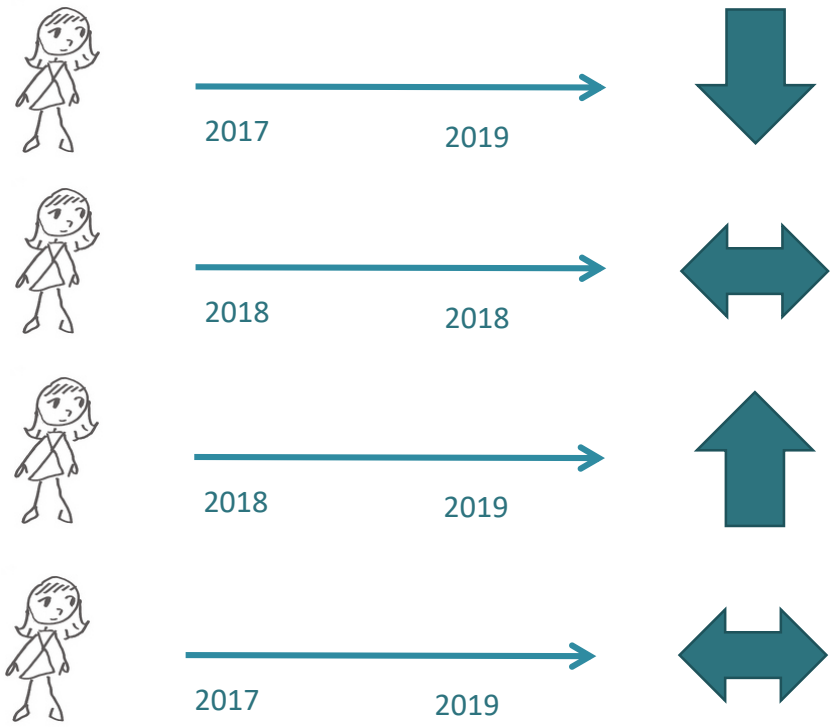
4 Increase to Income



25%

1 of 4 clients increased Income

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5 First Time Homeless

Definition

The number of clients enrolled in Safe Haven, Emergency Shelter, or Transitional Housing who do not have enrollments in the previous two years

Goal

Decrease number of newly homeless clients

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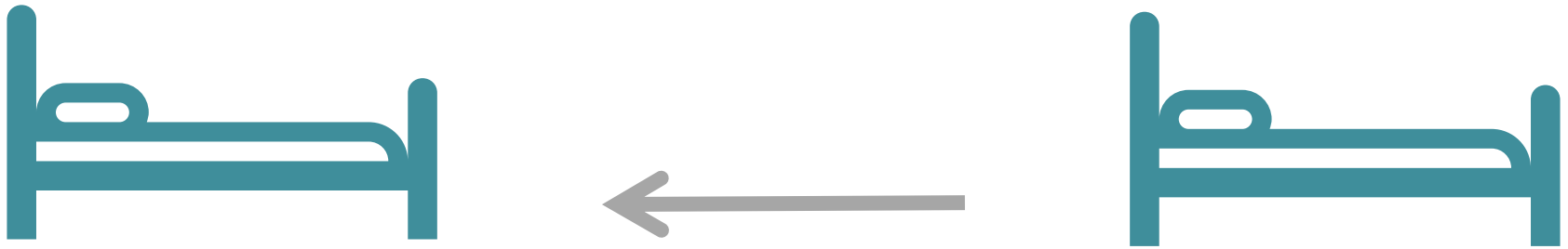
5 First Time Homeless



No record in ES or TH
during previous two years

Clients in ES or TH this year

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7 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

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7 Permanent Housing Placement & Retention

7b.1 Change in exits to permanent housing destinations

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7 Permanent Housing Placement & Retention

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

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7 Permanent Housing Placement & Retention

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

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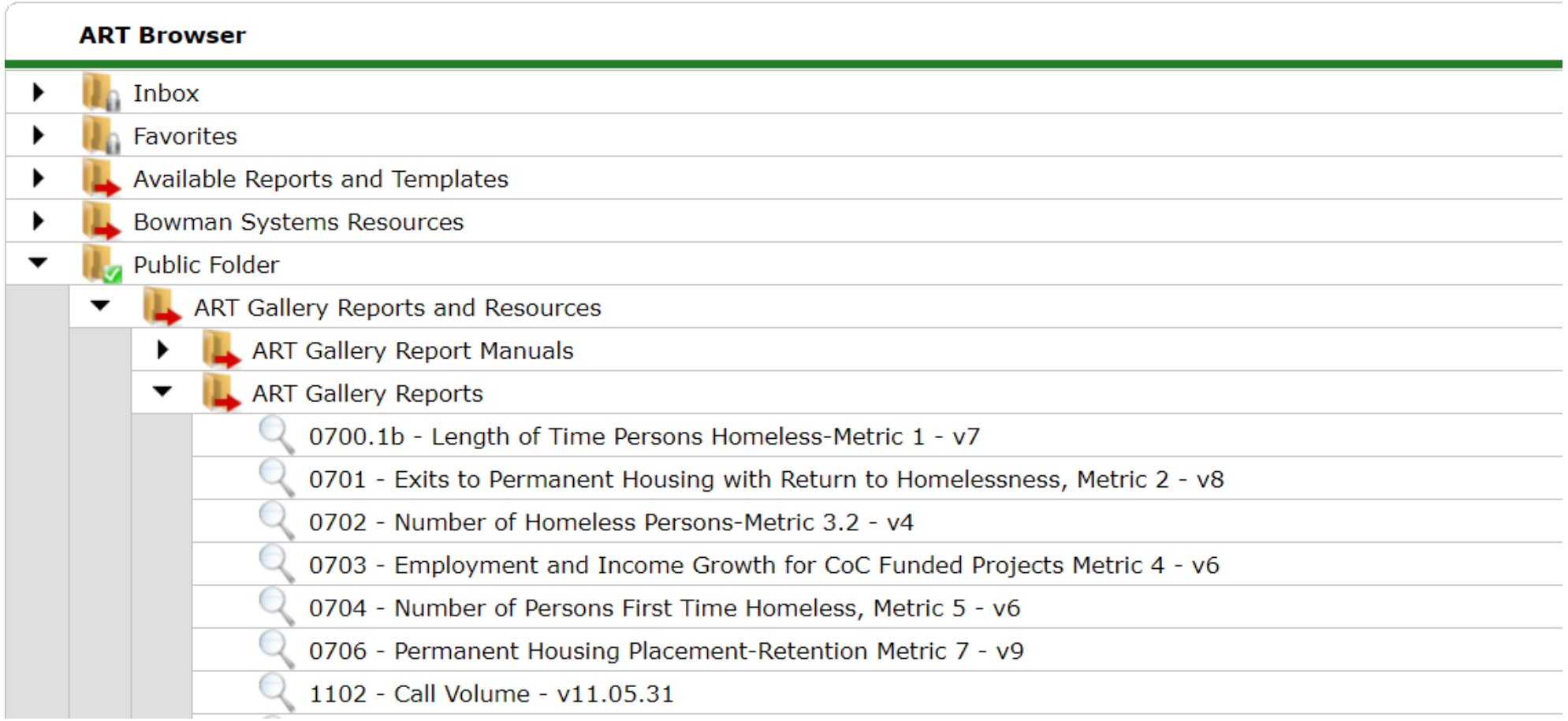
SPM Reports in ART

- Run the 0700, 0700.1b, 0703, 0706 for your agency/projects



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Are we submitting accurate data?

SPM Submission Process

- Iterative process – back and forth corrections and re-running reports
- Two week focus on one set of corrections
  - ❑ Client Location and NC County of Service
  - ❑ Relationship to Head of Household, Child Alone
  - ❑ Move-In Dates and Destination
  - ❑ Entry/Exit Date validation and Level 4 Entries
  - ❑ Annual Assessments
- Data could cover 10/1/2015 – 9/30/2019

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Data must be cleaned prior to submission

The next slides will show the most common red flags and how to resolve them in ServicePoint

- Missing Data
- Incomplete or Conflicting Sub-assessments
- Unexited or Overlapping Clients

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Missing data

Error information	UDEs were not pulled into HMIS report at client entry, interim and/or exit
How do I find this error?	Run the 0640 Data Quality Framework report in ART - Review the client detail tab Run the APR or CAPER report on Dashboard - Review the error counts

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Incomplete or Conflicting Sub-assessments

Error information	Incomplete HUD verification on disability, income, benefits and/or health insurance sub assessments
How do I find this error?	Run the 0252 Data Completeness Report Card EE in ART - Review the client detail tab Run the APR or CAPER report on Dashboard - Review the error counts
How do I fix this error?	Review client file for documents verifying disability, income, benefits and/or health insurance Remember: Missing data is ALWAYS better than inaccurate data

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Update and annual Assessment

PART II: SUB-ASSESSMENTS

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HMIS Data Collection Stages

Record Creation	Project Start	Update	Annual Review	Project Exit	Post Exit
When client record is created	At every project start	At multiple points during project enrollment	Recorded no more than 30 days +/- the anniversary date of the HoH's Project Start Date	At every project exit	Follow-up after project exit

*All Permanent Housing projects must record Move-in dates as an Interim Review – Update

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How to Change Sub-assessments

Disability, Health Insurance, Income and Non-Cash Benefits can be changed in

- Interim Updates
- Interim Annual Assessments
- Exit Assessments
- Post-Exit Follow-ups

How to Change Sub-assessments Reference Table

Previous Response	Change or Edit at Update	Action (always check EDA and Backdate
Gateway = No	Gateway = Yes	Change dropdown to Yes
Gateway = Yes	Gateway = No	Change dropdown to No
Type/Source = No	Type/Source = Yes	Do not edit previous Type/Source. Add new Type/Source as of the Update
Type/Source = Yes	Type/Source = Yes	Edit previous Type/Source and set end-date for day before the Update. Then Add new Type/Source as of the Update
Type/Source = Yes	Type/Source = No	Edit previous Type/Source and set end-date for day before the Update. Then use HUD Verification to set Type/Source to No

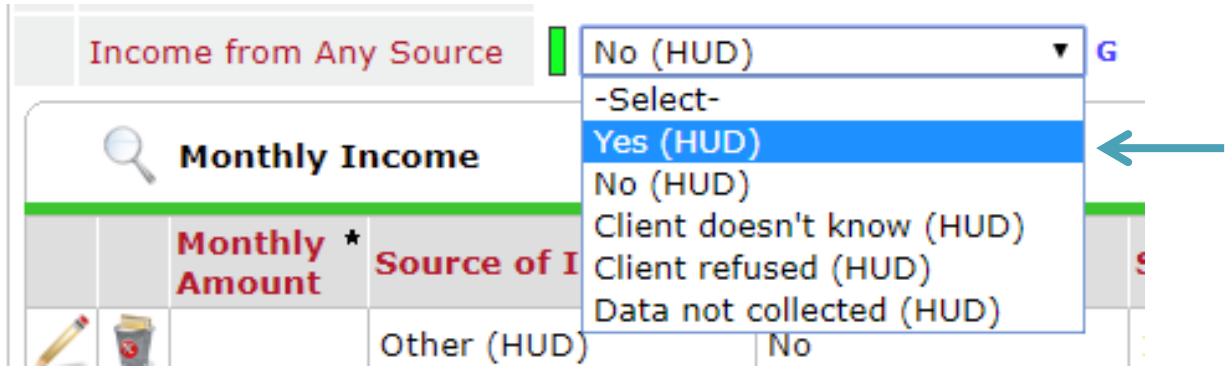
How to Change Sub-assessments

Example A

Wilson Smith has no income at project start Oct 31st, but has $734 SSI income at your meeting on Nov 10th.

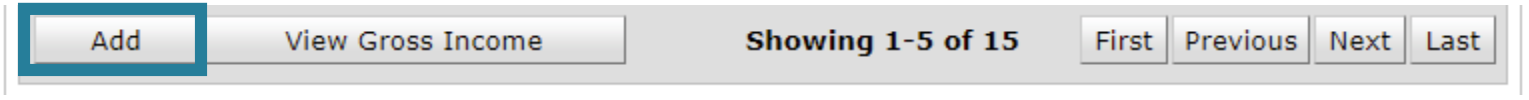
Steps to Update

1. Use Enter Data As for the right project and Backdate to 11/10/17
2. Go to Wilson's Entry/Exit tab and Add an Interim Update
3. Update the Gateway question to Yes

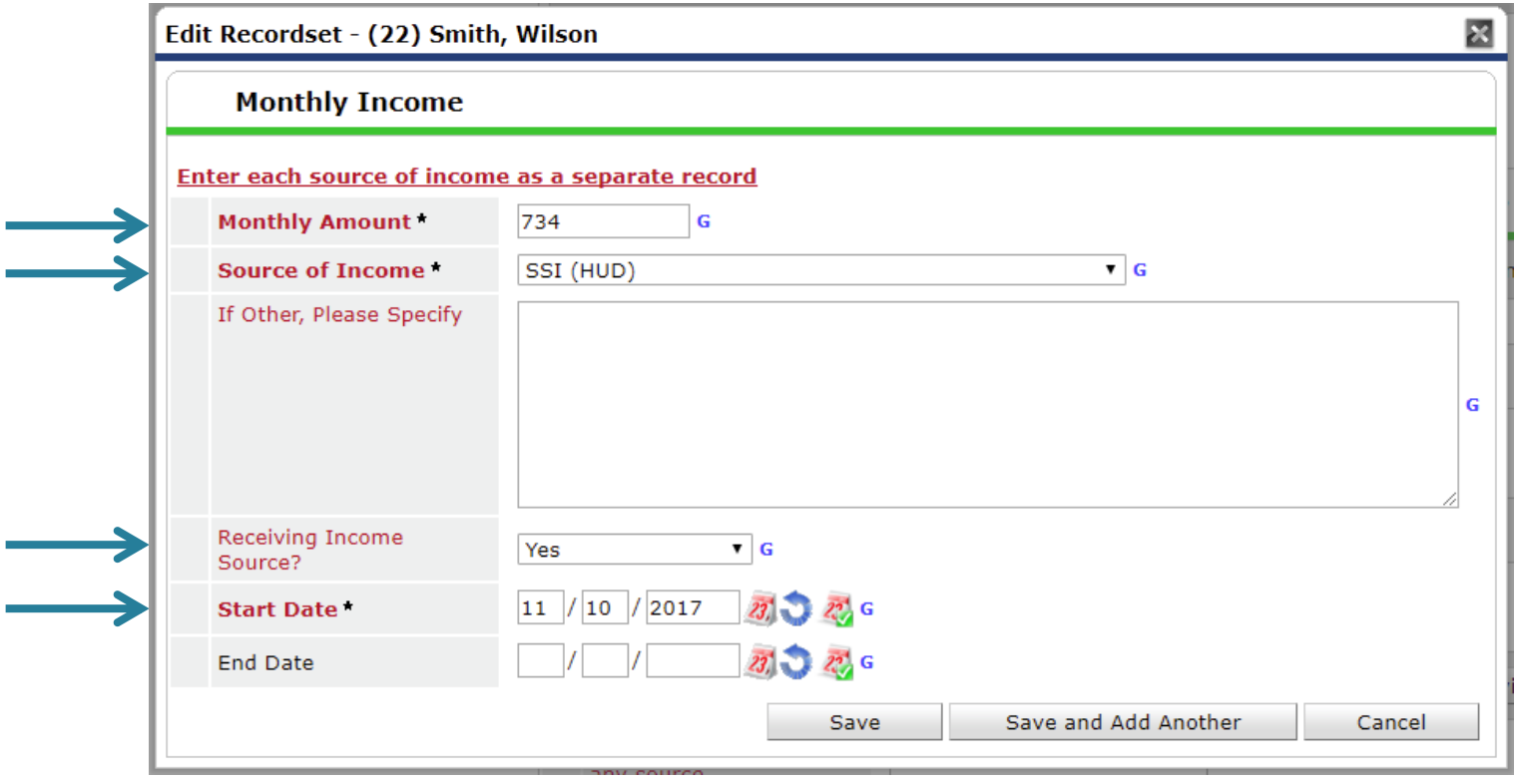


How to Change Sub-assessments

4. Click Add for a new SSI response

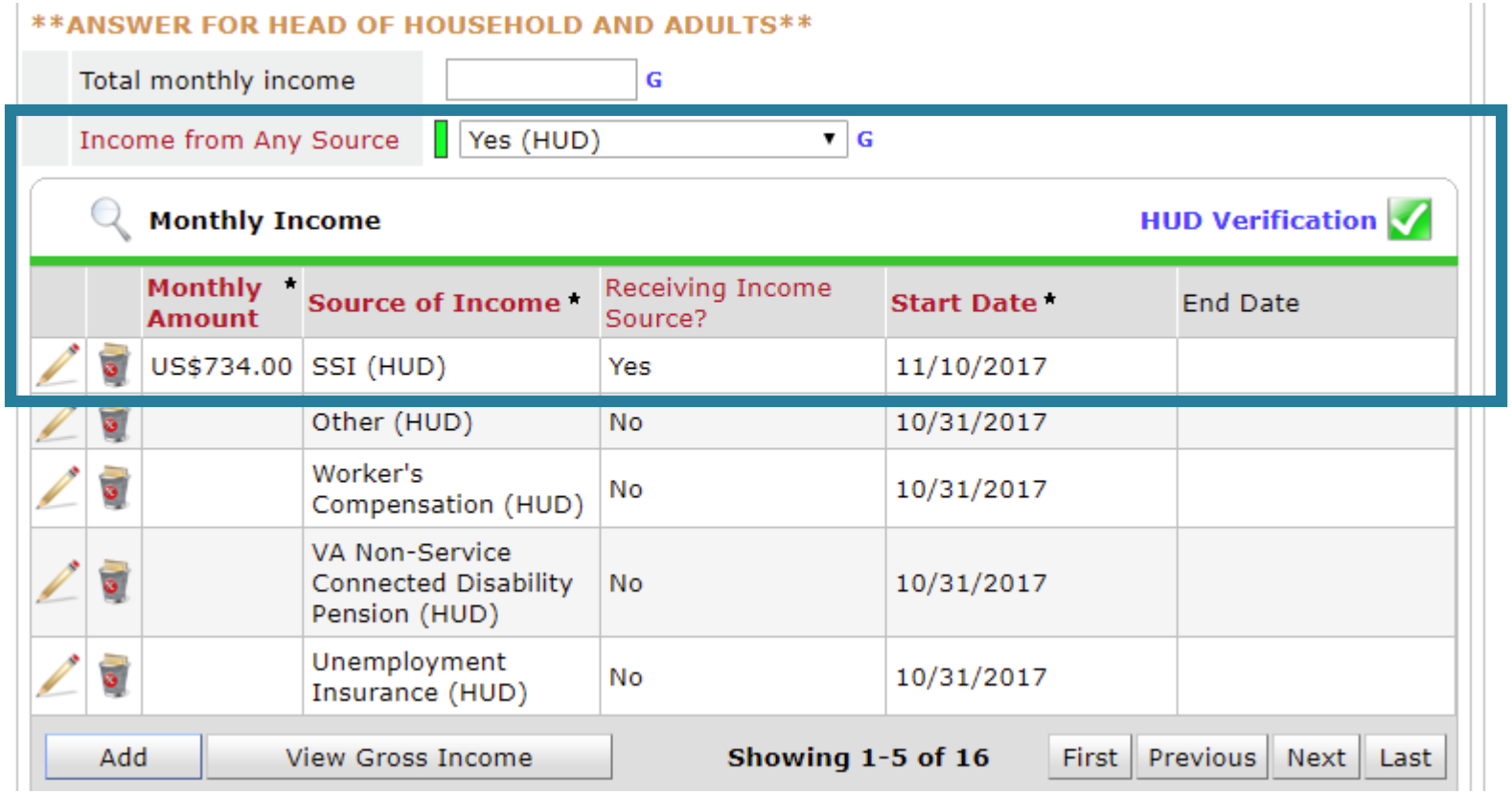


5. Complete Income Source information



How to Change Sub-assessments

6. Now check that the Gateway, Sources and HUD Verification all align and are correct



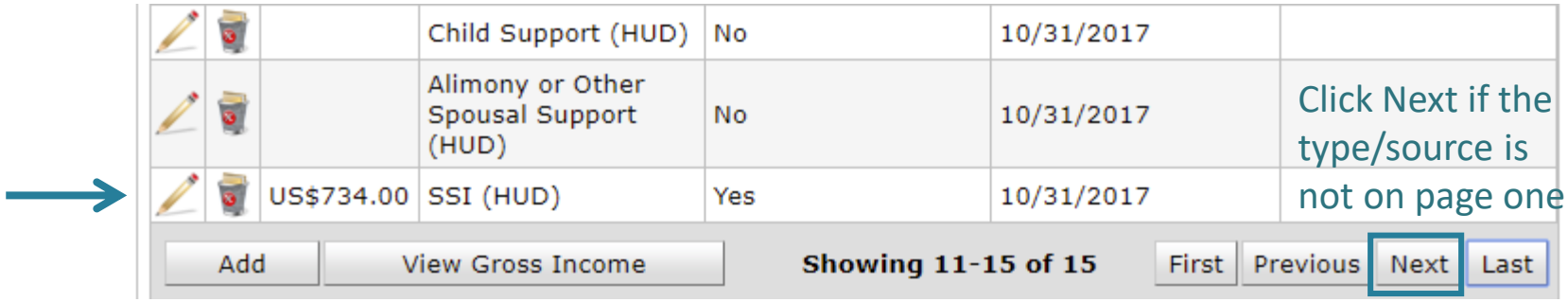
How to Change Sub-assessments

Example B

John Smith is receiving $734 SSI income at project start Oct 31st, but his SSI income has increased to $786 at your meeting on Nov 10th.

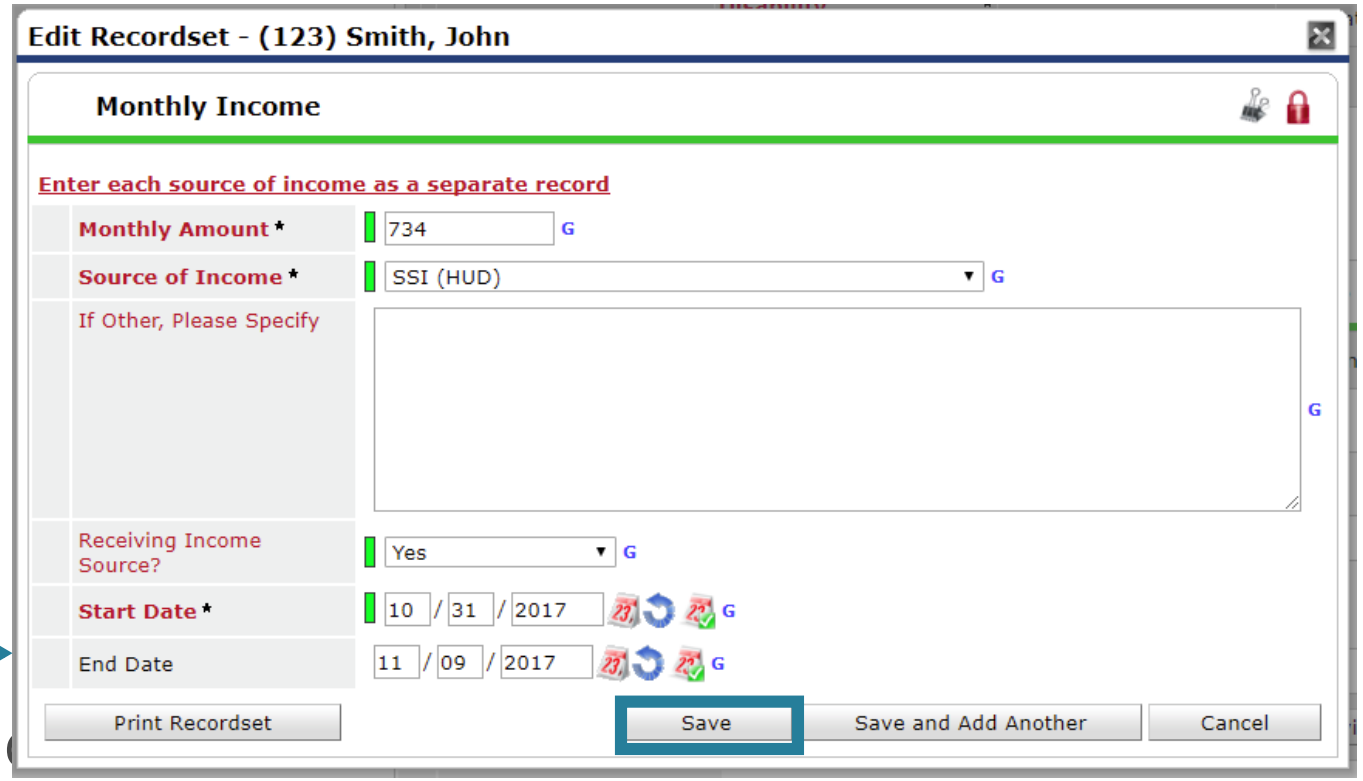
Steps to Update

1. Use Enter Data As for the right project and Backdate to 11/10/17
2. Go to John's Entry/Exit tab and Add an Interim Update
3. Find the SSI Income Source and click the pencil icon to edit



How to Change Sub-assessments

4. Set the end-date to the day before the Backdate mode, Nov 9th



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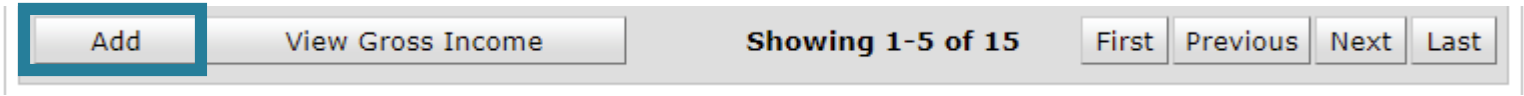

How to Change Sub-assessments

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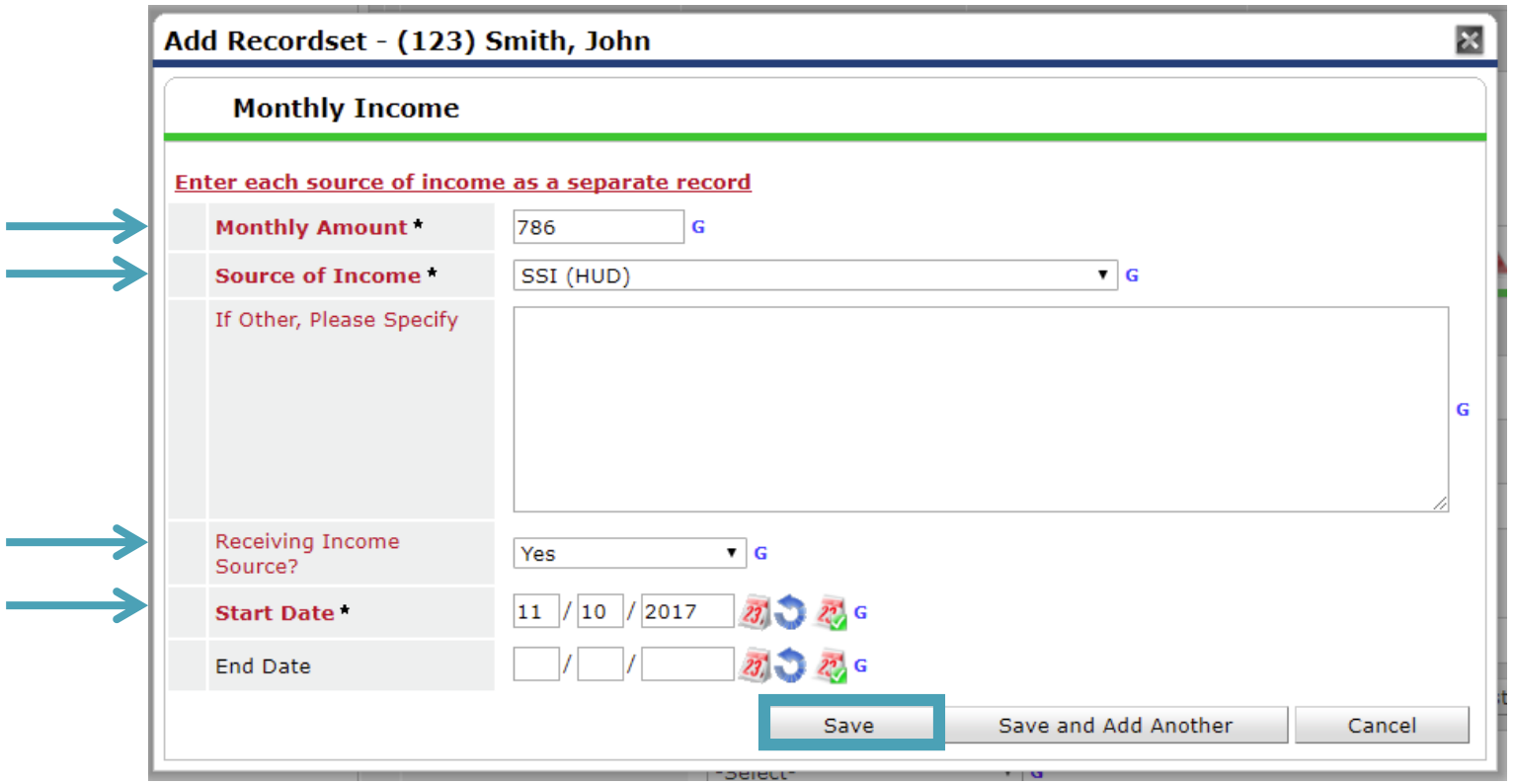
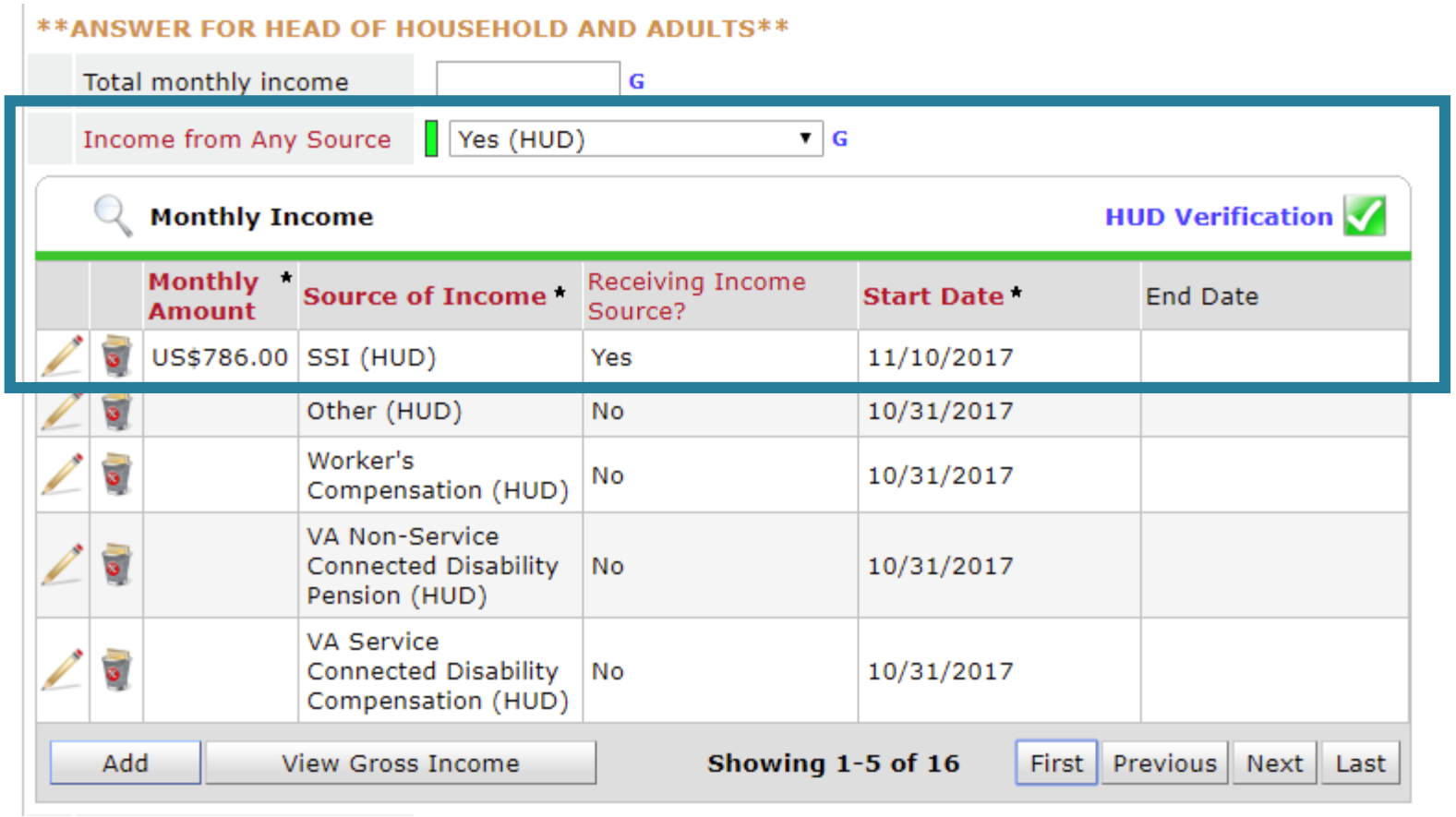


How to Change Sub-assessments

7. Now check that the Gateway, Sources and HUD Verification all align and are correct



ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS

Total monthly income G

Income from Any Source: Yes (HUD) G

Monthly Income — HUD Verification

Monthly Amount *	Source of Income *	Receiving Income Source?	Start Date *	End Date
US$786.00	SSI (HUD)	Yes	11/10/2017	
	Other (HUD)	No	10/31/2017	
	Worker's Compensation (HUD)	No	10/31/2017	
	VA Non-Service Connected Disability Pension (HUD)	No	10/31/2017	
	VA Service Connected Disability Compensation (HUD)	No	10/31/2017	

Add | View Gross Income | Showing 1-5 of 16 | First | Previous | Next | Last

Incomplete or Conflicting Sub-assessments

Error information	Incomplete HUD verification on disability, income, benefits and/or health insurance sub assessments
How do I find this error?	Run the 0252 Data Completeness Report Card EE in ART - Review the client detail tab Run the APR or CAPER report on Dashboard - Review the error counts
How do I fix this error?	Review client file for documents verifying disability, income, benefits and/or health insurance Remember: Missing data is ALWAYS better than inaccurate data

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Unexited clients

Error information	Missing project exit date for clients no longer receiving services
How do I find this error?	Run the 0216 Unexited Clients Exceeding Max Length of Stay report Run the APR or CAPER - Review Question 22 Length of Participation (in days)

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Unexited clients

How do I fix this error?	Review client file, consult with other staff to get information about date of client exit Exit client from project using Enter Data As and Backdate mode

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Overlap in different projects

Overlapping start dates

- Among different projects

Entry / Exit

Program	Type	Entry Date	Exit Date
Wisteria Way Housing- Lee County -TH (5551)	HUD	08/04/2017	08/07/2017
Heading Home Housing - Rowan County - Emergency Shelter - State ESG (7124)	HUD	08/01/2017	08/06/2017

Add Entry / Exit

Showing 1-2 of 2

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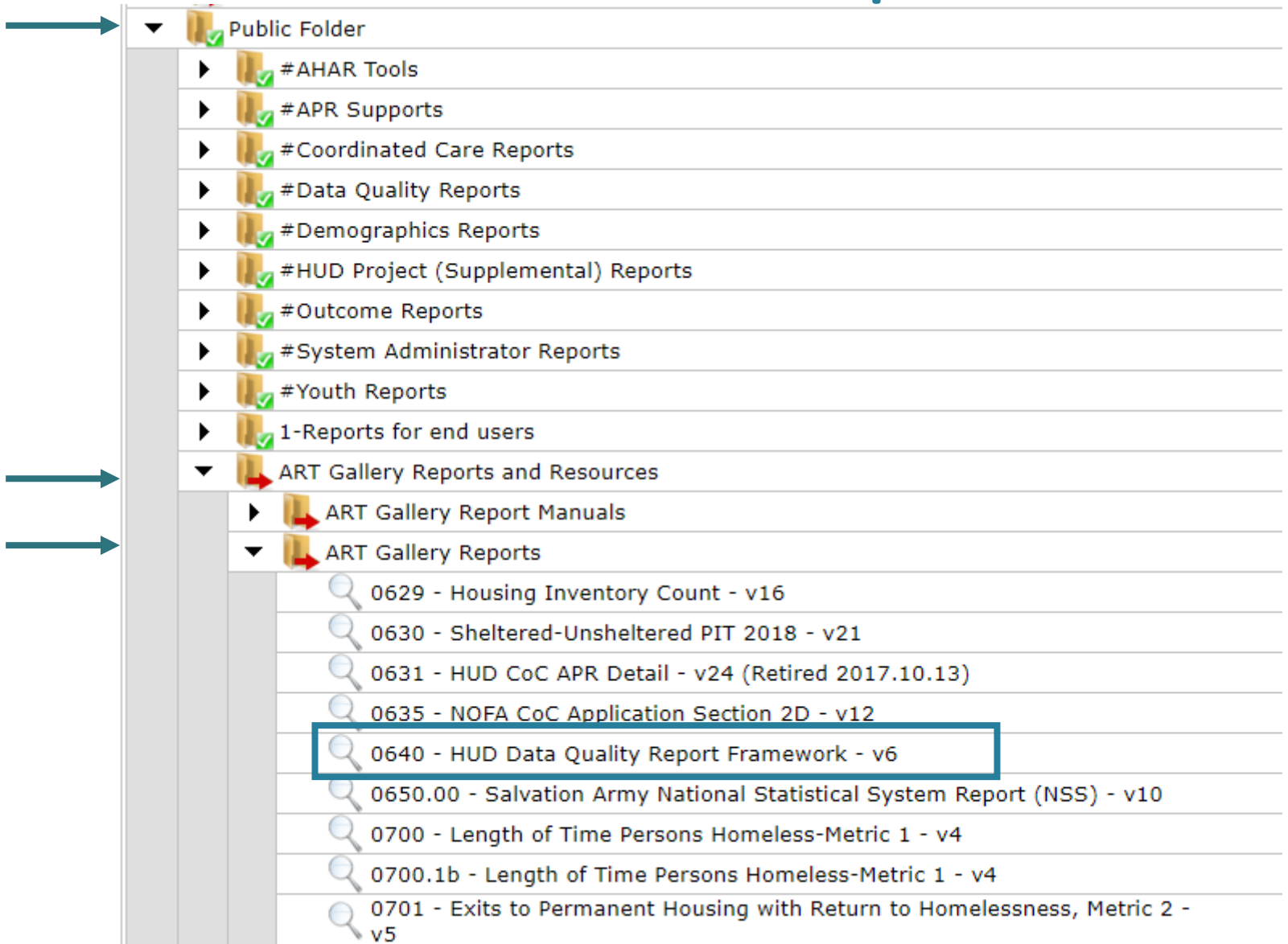
Where can I find the 0640 Report?



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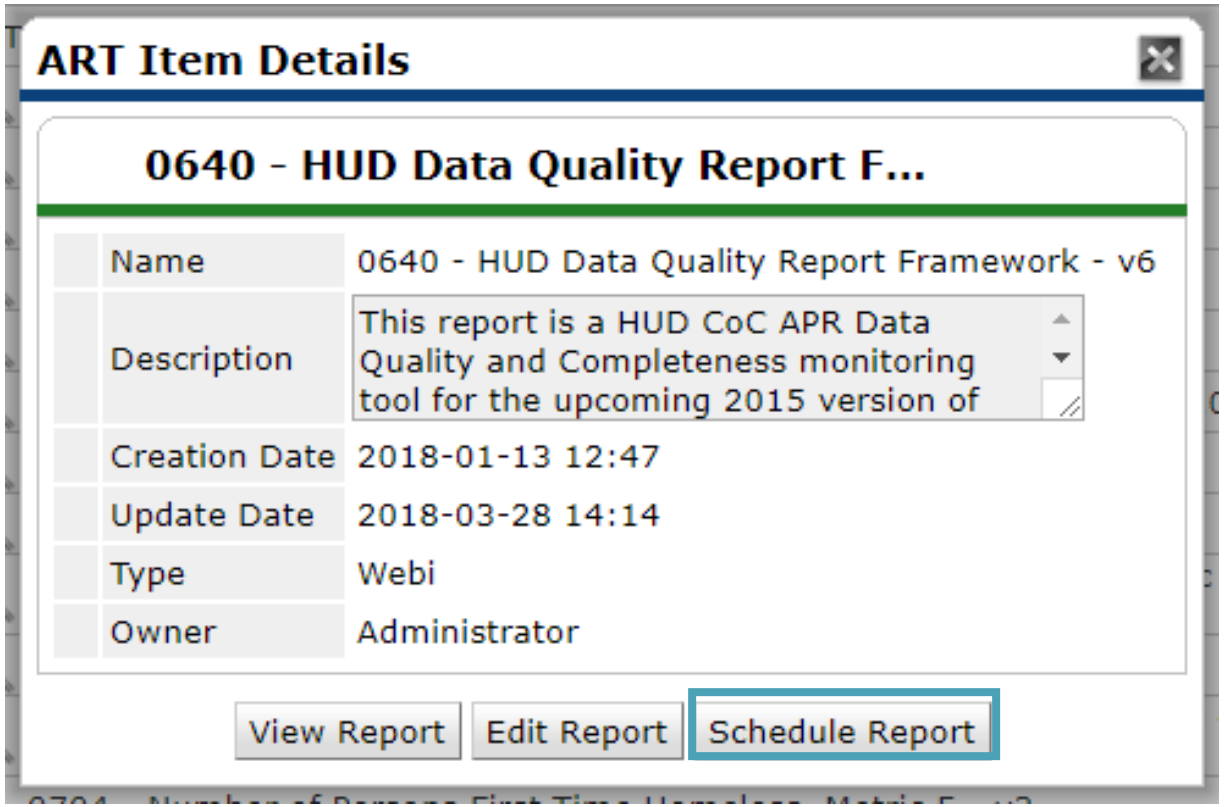
Schedule the 0640 Report



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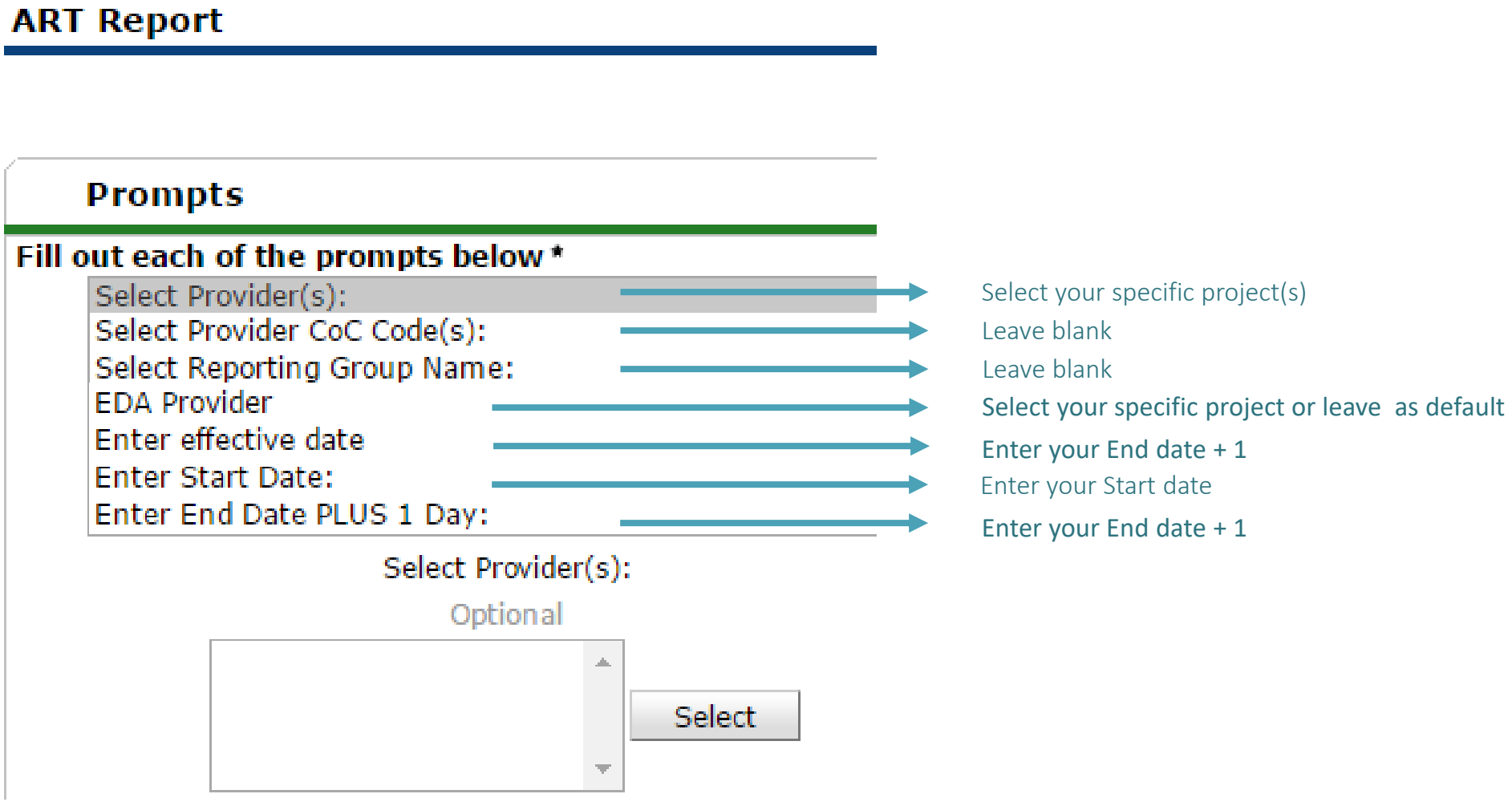
0640 Report Prompts



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Unexited clients

How do I fix this error?	Review client file, consult with other staff to get information about date of client exit Exit client from project using Enter Data As and Backdate mode

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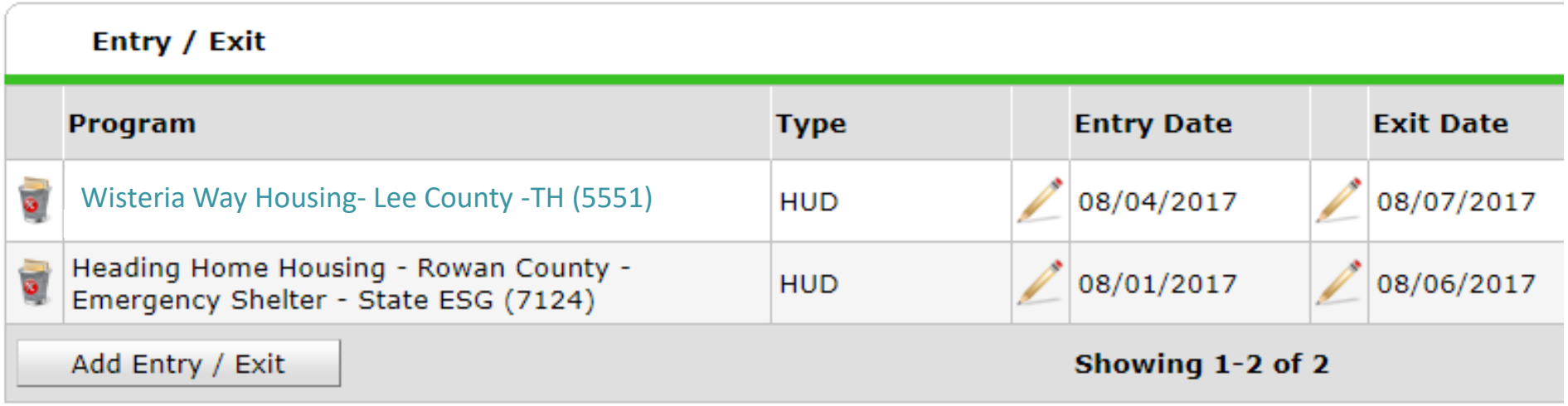
Unexited clients can create overlaps

Overlapping start dates among different projects



Entry / Exit

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Add Entry / Exit

Showing 1-2 of 2

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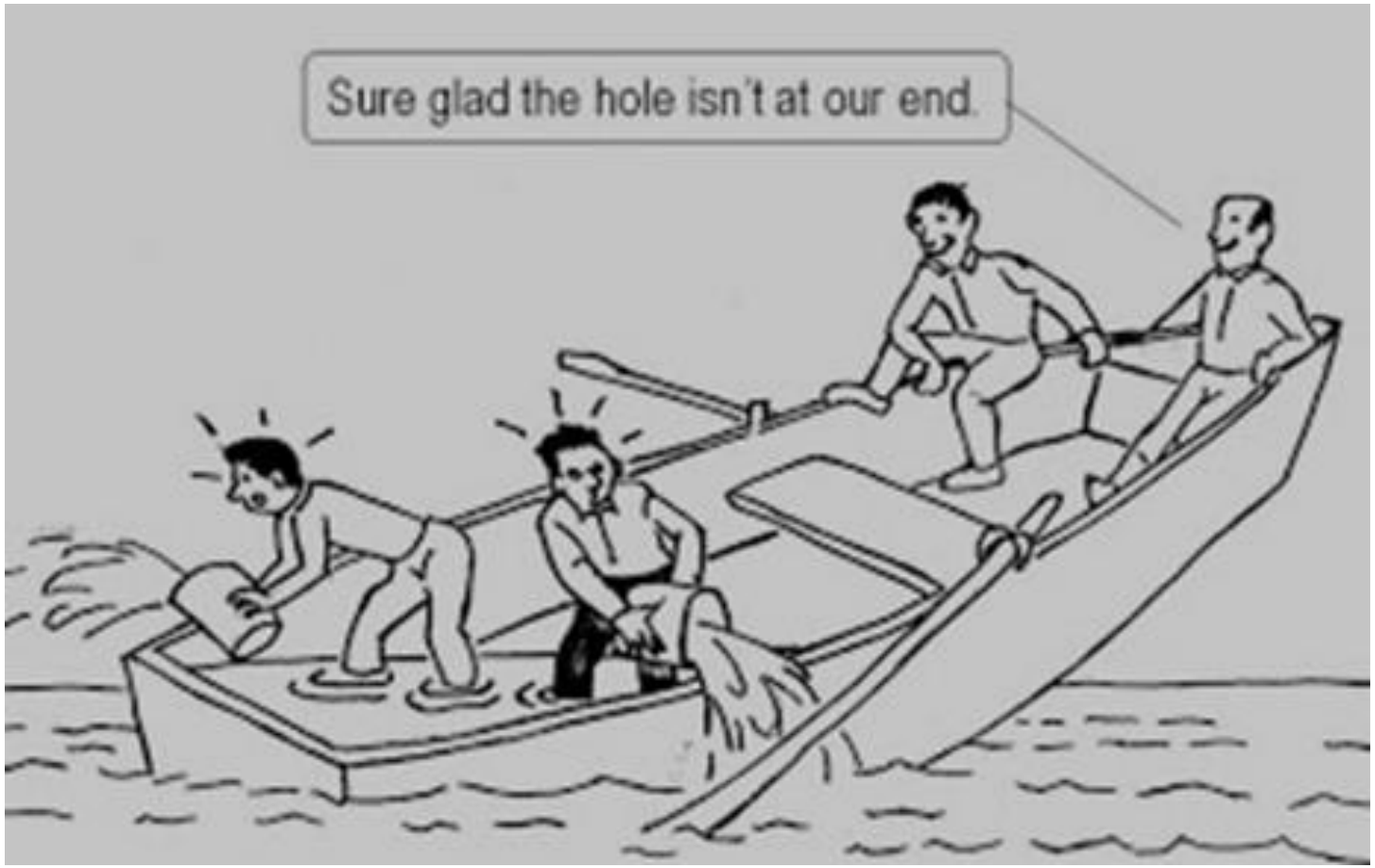

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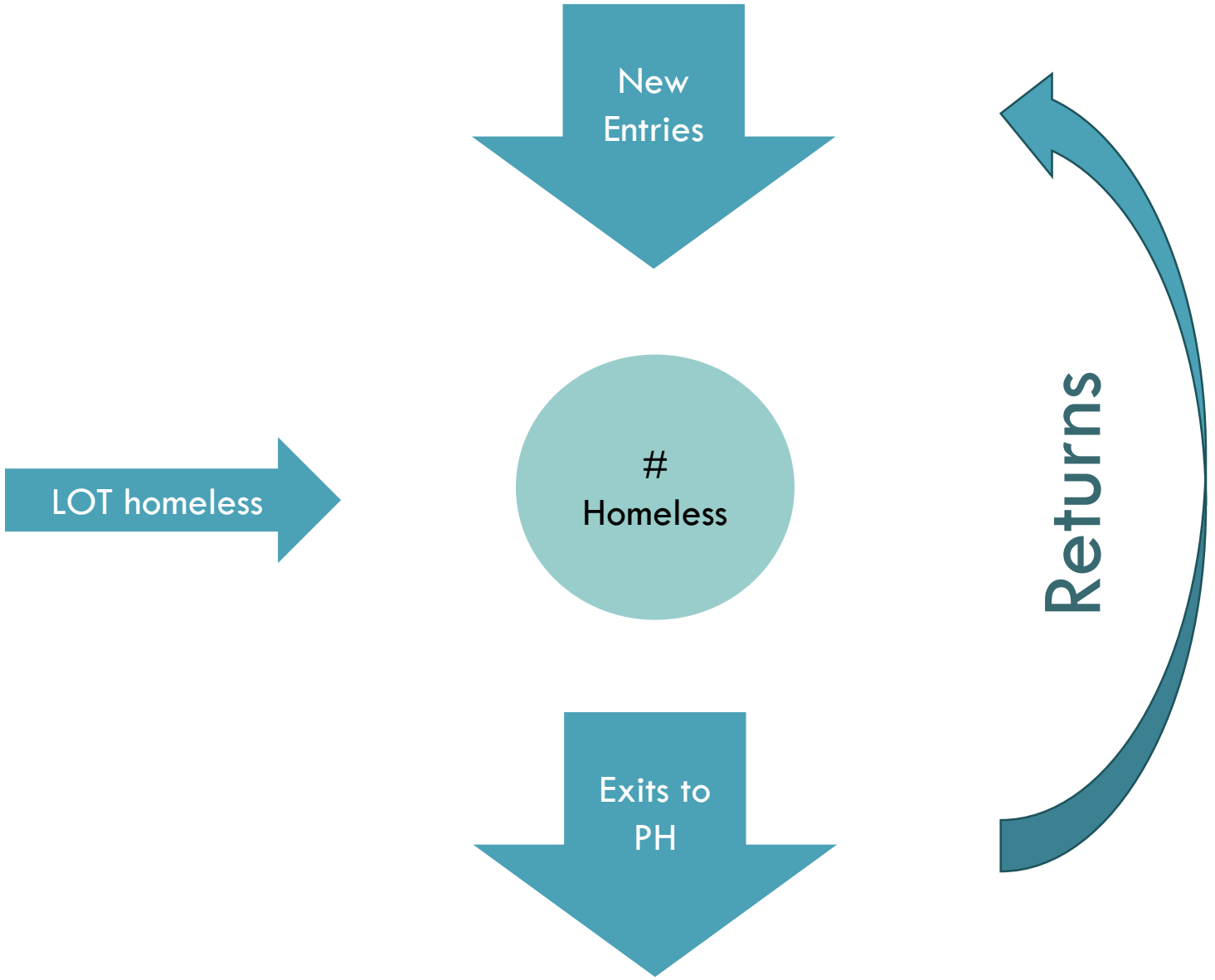

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Improving System Performance Measures

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What's Next

What's Next Calendar

Due	Report/Event Name
Nov 18th	Orange CoC HMIS Users Meeting
Dec 16th	December Orange CoC HMIS Users Meeting (Webinar)
October - February	System Performance Measures Reports
January – March	Point in Time / Housing Inventory Count Reports

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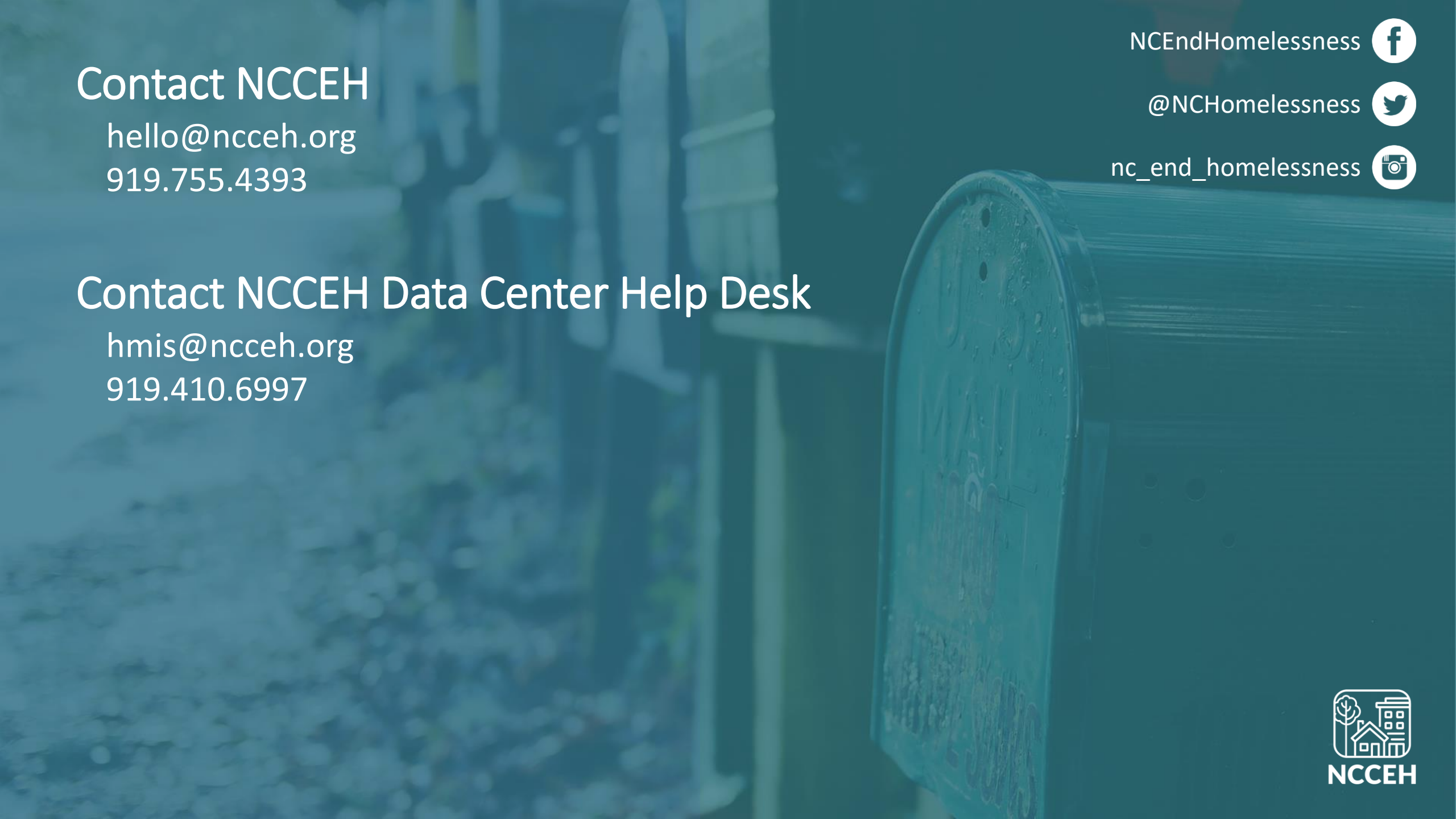

Contact NCCEH

hello@ncceh.org
919.755.4393

Contact NCCEH Data Center Help Desk

hmis@ncceh.org
919.410.6997

NCEndHomelessness

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