

Orange CoC HMIS Users Meeting

November 2019



NC COALITION to
HOMELESSNESS end

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



Pre-Meeting Tip!



Counts Report	
Outstanding Outgoing Referrals:	Outstanding Incoming Referrals:
0	0

Edit Dashlet

Top-Left **Top-Right** Bottom-Left Bottom-Right

Report Name	Outstanding Incoming Referrals
Description	Lists all outstanding referrals made TO the specified providers during the specified date range. An outstanding referral is one that has not had a service provided, the need status is not 'Closed', the need outcome is not 'Fully Met', and the referral outcome is not 'Accepted', 'Declined', or 'Canceled'.

Filters

Select Dates	Start Date	End Date
Today	11 / 18 / 2019	11 / 18 / 2019

Provider Type * System Wide Provider Reporting Group

Provider * Urban Ministries of Durham - Durham County (1562)

Including Subordinates

OK Cancel

Agenda

November 2019

System Updates

Disabling Condition collection note

System Performance Measures

How can we help?

DQ Corrections for SPMs

What's Next



NCCEH

Welcome

Reminders

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

The chat box is available



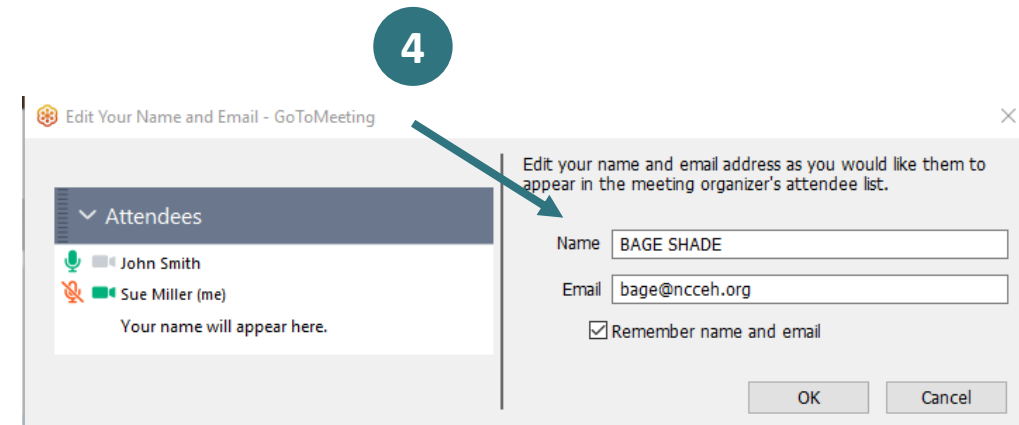
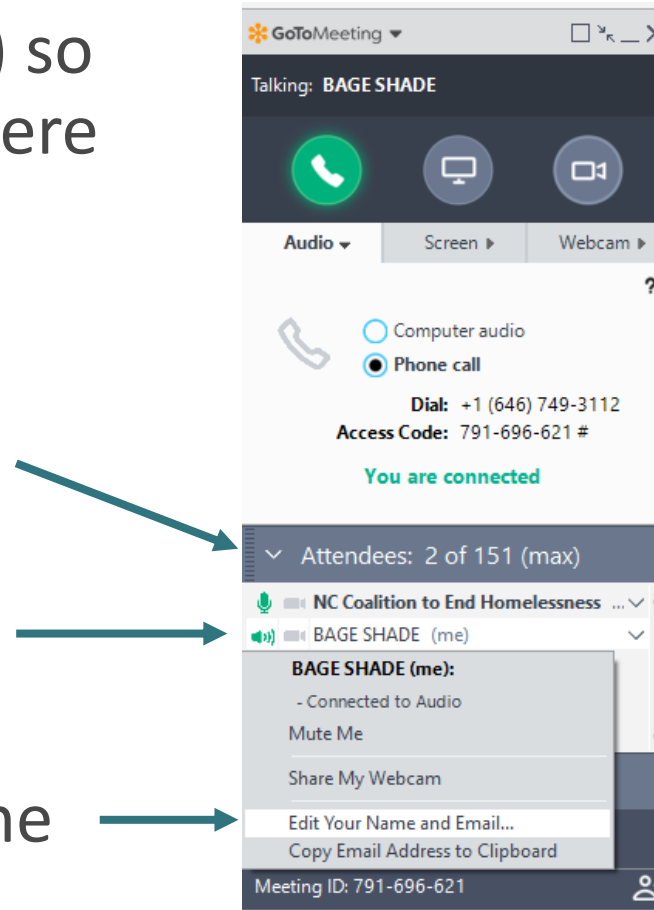
The screenshot shows the GoToMeeting interface. At the top, there's a 'Talking:' section with icons for audio, screen, and webcam. Below that, there are tabs for 'Audio', 'Screen', and 'Webcam'. The 'Audio' tab is selected, showing options for 'Computer audio' and 'Phone call'. The 'Phone call' option is selected. Below the audio options, there's a 'Dial: +1 (646) 749-3112' and 'Access Code: 791-696-621 #' section. A green status message says 'You are connected'. Below the audio settings, there's a section for 'Attendees: 2 of 151 (max)' and a 'Chat' section. The 'Chat' section is expanded, showing an 'Enter your message' input field. Below the input field, there's a 'To: Everyone' dropdown menu and a 'Send' button. At the bottom, there's a notification that 'This session is being recorded.' and the 'Meeting ID: 791-696-621'.



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...





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)



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



Disabling Condition collection notes

Updates for Disabling Condition splits normal workflow

Household Members

(4) Solo, Han
✓ Age: 41
Veteran: No (HUD)

Interim Review
Date: 11/18/2019 12:37:24 PM

Project Interim: HP, ES, TH, RRH, OPH, SSVF, HUD-VASH, GPD, HCHV, PSH

Answer the questions in this section for ALL clients.

Disability Status

If a person becomes disabled OR no longer has a disability, then go to Project Start (Intake) Assessment and update the question "Does client have disabling condition" whether a Yes or No.

Does the client have a disabling condition?

Disabilities HUD Verification

	Disability Type *	Disability determination *	Start Date *	End Date
	Alcohol Abuse (HUD)	No (HUD)	09/10/2018	
	Developmental (HUD)	No (HUD)	09/10/2018	
	Drug Abuse (HUD)	No (HUD)	09/10/2018	
	Mental Health Problem (HUD)	No (HUD)	09/10/2018	
	HIV/AIDS (HUD)	No (HUD)	09/10/2018	

Add Showing 1-5 of 16 First Previous Next Last

asmin Volkel (jasmin@ncceh.onmicrosoft.com) is signed in

System Performance Measures

Denise Neunaber



NC COALITION to
HOMELESSNESS end



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





“Ships don’t sink because of the water around them, they sink because of the water that gets in them.”



NCCEH

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



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

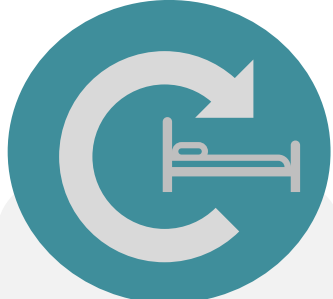


System Performance Measures



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





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

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

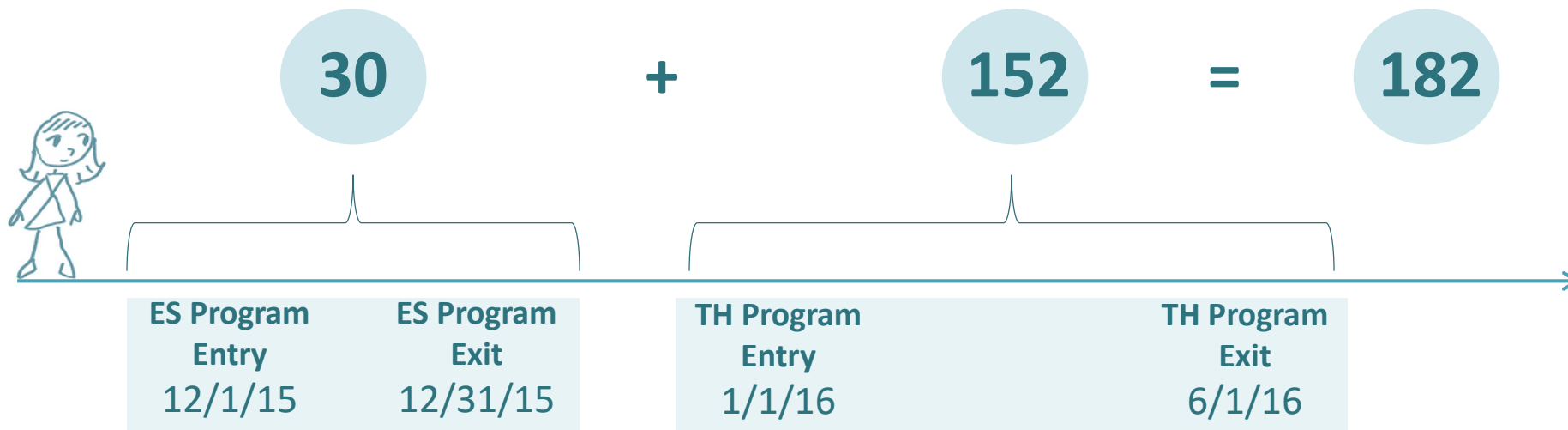
Median = 60 days

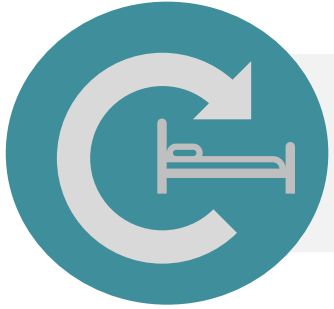
50% of clients stayed less than 60 days and 50% stayed more than 60 days and





1 Length of Time Homeless





2 Returns to Homelessness

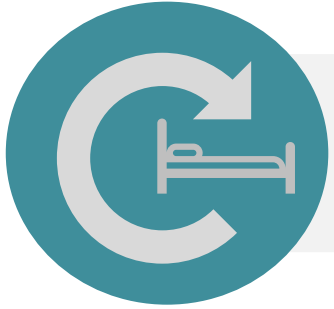
Definition

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

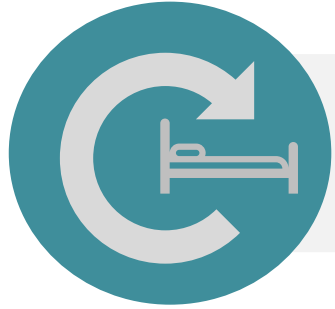
Decrease in the percent of persons who return to homelessness





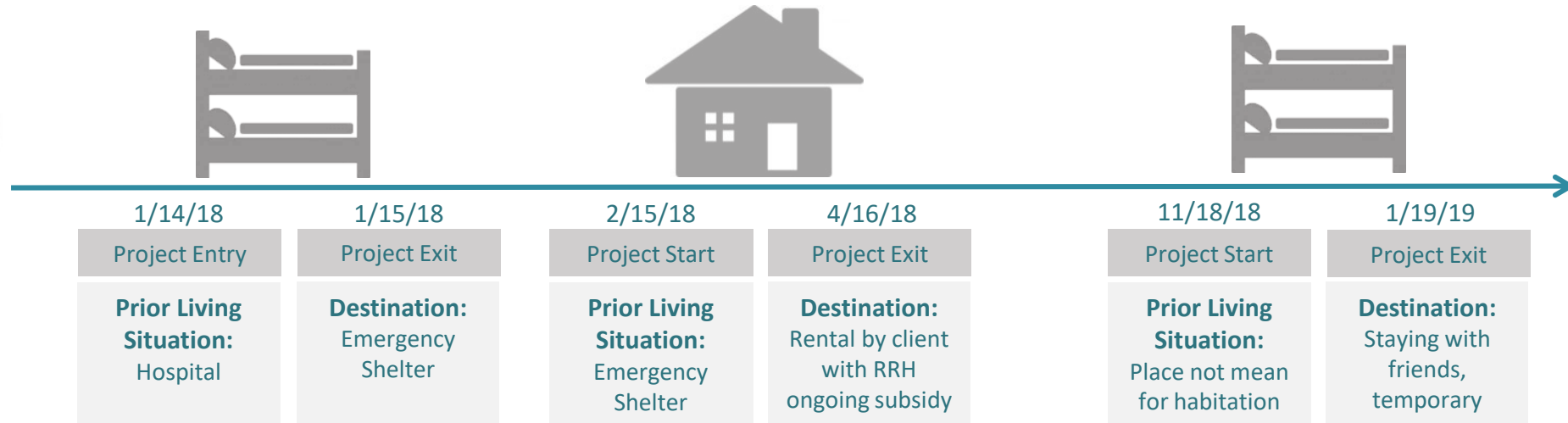
2 Returns to Homelessness





2 Returns to Homelessness

A return is only after an exit to permanent housing





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





3 Number of Homeless Persons

PIT Night Count



Unsheltered

+



Sheltered

HMIS Annual Data



All clients who entered a homeless project during the reporting period





4 Increase to Income

Definition

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

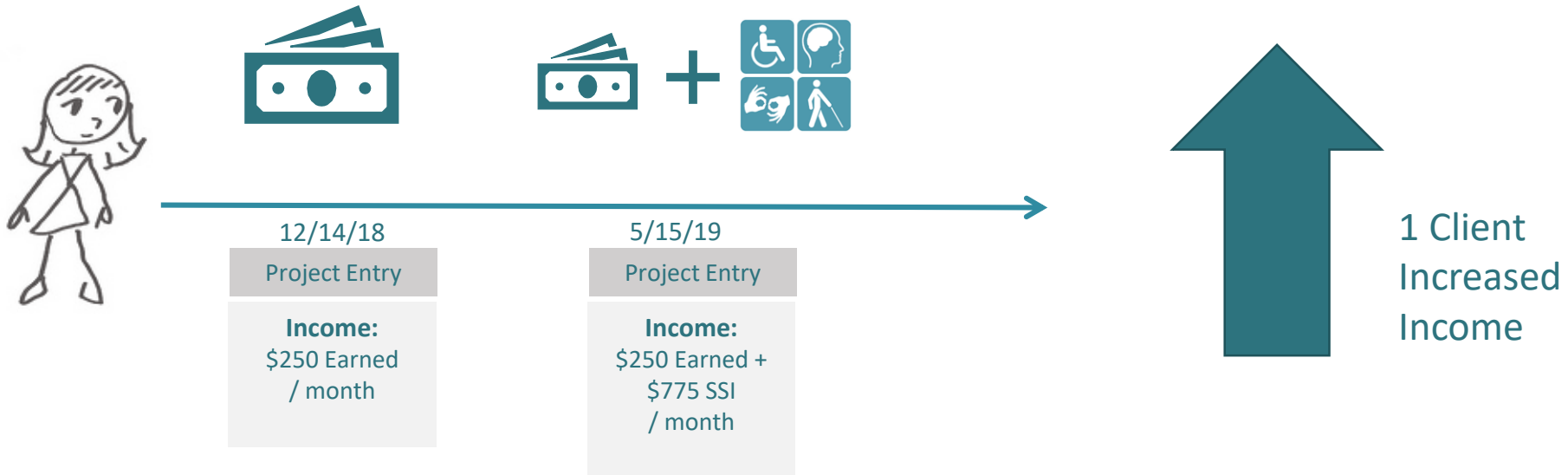
Goal

Increase Job and Income Growth for more stable housing





4 Increase to Income





4 Increase to Income



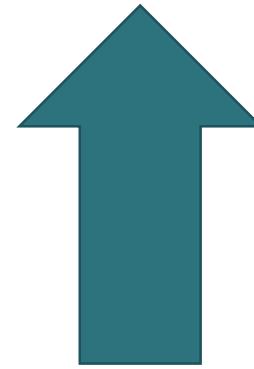
12/14/18
Project Entry

Income:
\$250 Earned
/ month



5/15/19
Project Entry

Income:
\$250 Earned +
\$775 SSI
/ month



1 Client
Increased
Income



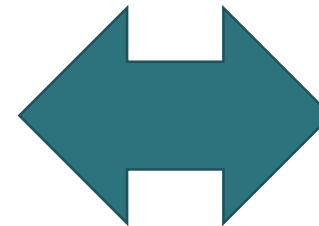
2/18/19
Project Entry

Income:
No Income
/ month



9/3/19
Project Entry

Income:
No Income
/ month

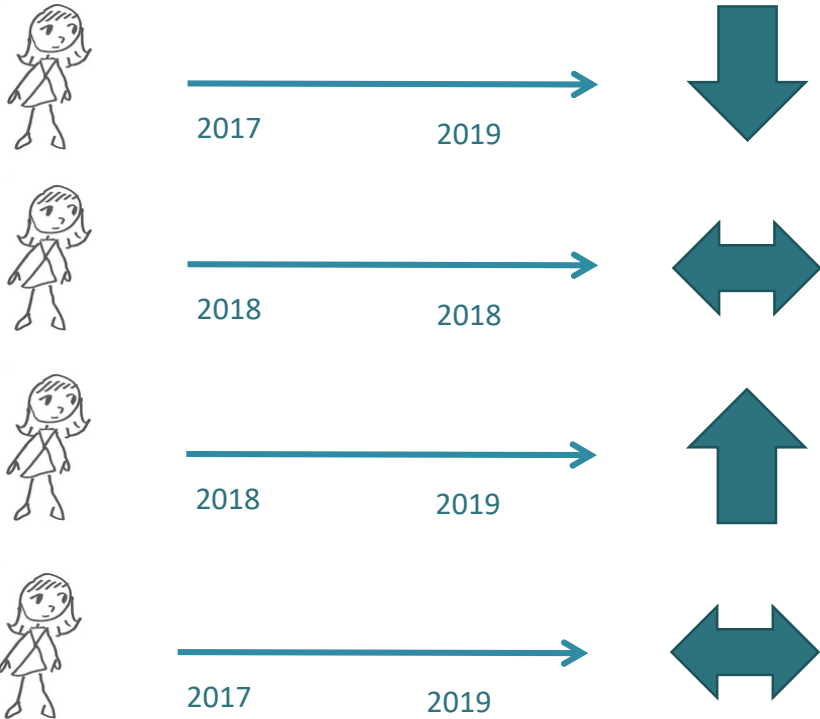


0 Clients
Increased
Income





4 Increase to Income



25%

1 of 4 clients increased Income



NCCEH



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

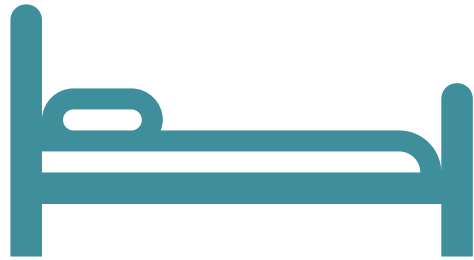
Goal

Decrease number of newly homeless clients

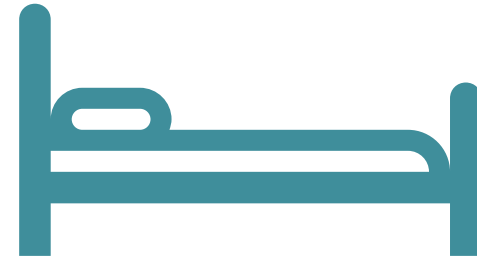




5 First Time Homeless



No record in ES or TH during previous two years



Clients in ES or TH this year





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





7 Permanent Housing Placement & Retention

7b.1 Change in exits to permanent housing destinations





7 Permanent Housing Placement & Retention

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





7 Permanent Housing Placement & Retention

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



SPM Reports in ART

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

ART Browser	
▶	Inbox
▶	Favorites
▶	Available Reports and Templates
▶	Bowman Systems Resources
▼	Public Folder
▼	ART Gallery Reports and Resources
▶	ART Gallery Report Manuals
▼	ART Gallery Reports
🔍	0700.1b - Length of Time Persons Homeless-Metric 1 - v7
🔍	0701 - Exits to Permanent Housing with Return to Homelessness, Metric 2 - v8
🔍	0702 - Number of Homeless Persons-Metric 3.2 - v4
🔍	0703 - Employment and Income Growth for CoC Funded Projects Metric 4 - v6
🔍	0704 - Number of Persons First Time Homeless, Metric 5 - v6
🔍	0706 - Permanent Housing Placement-Retention Metric 7 - v9
🔍	1102 - Call Volume - v11.05.31



**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



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







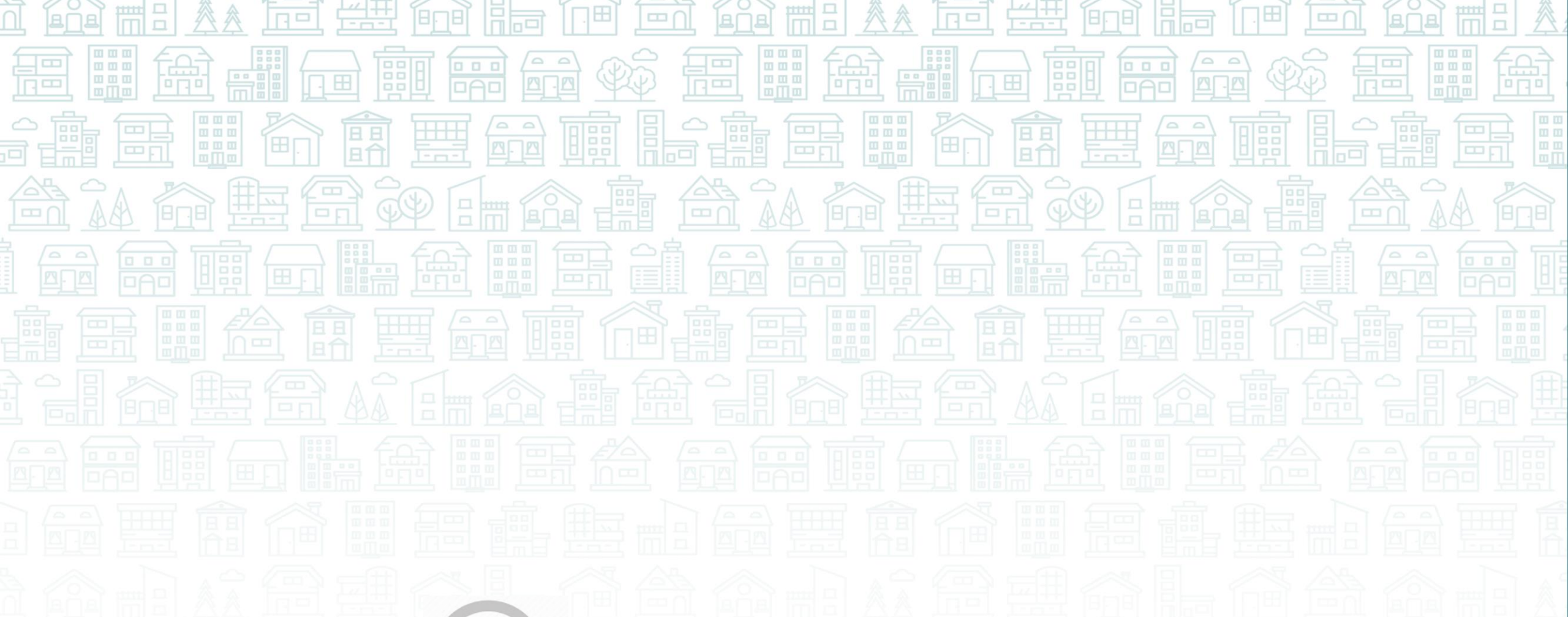
Missing data

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



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

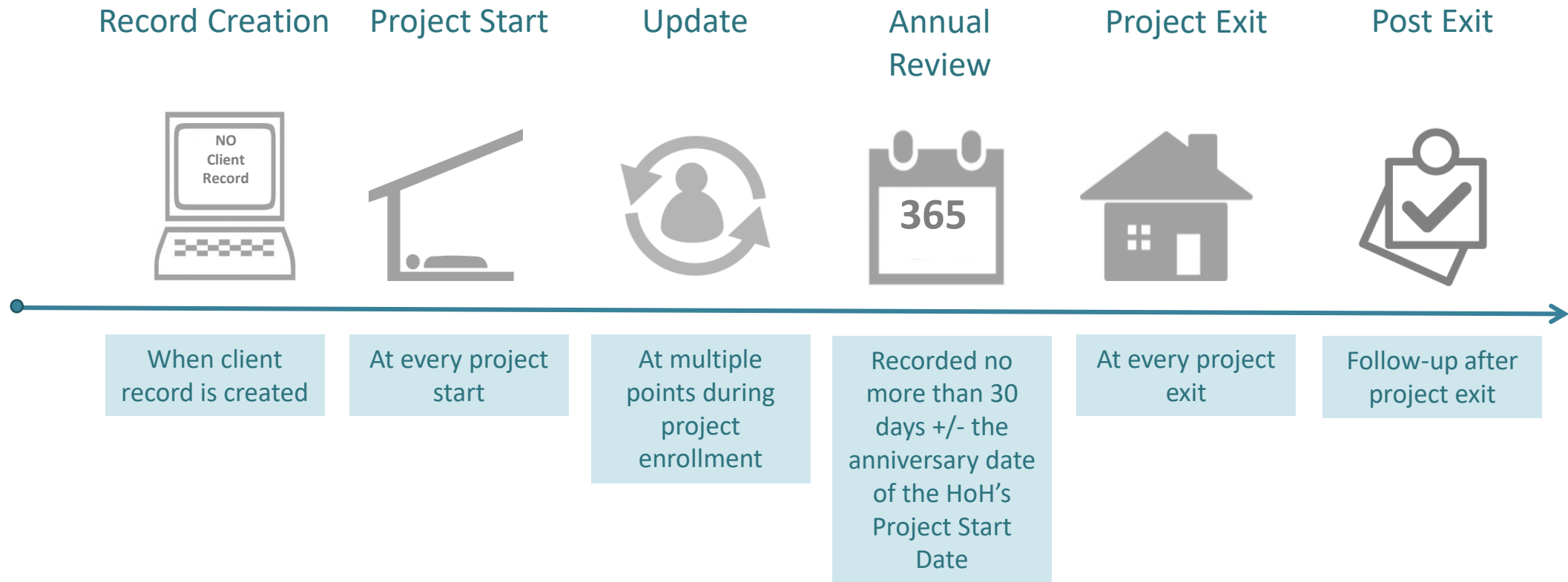


Update and annual Assessment

PART II: SUB-ASSESSMENTS



HMIS Data Collection Stages



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

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



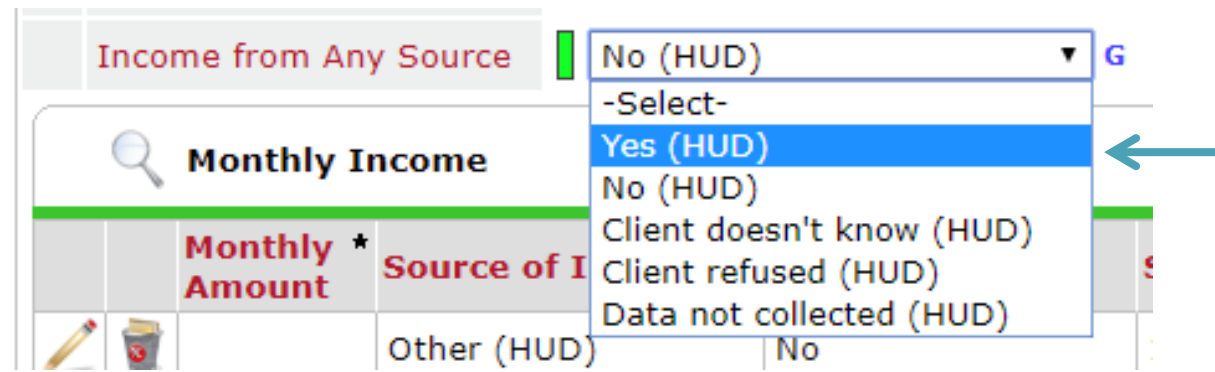
How to Change Sub-assessments

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

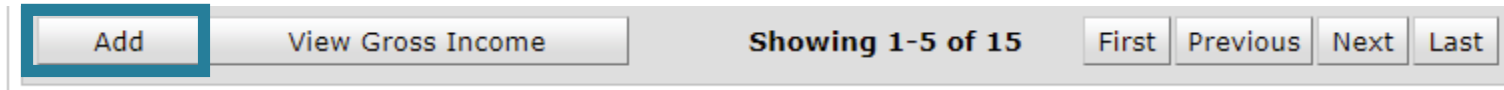
1. Use Enter Data As for the right project and Backdate to 11/10/17
2. Go to Wilson's Entry/Exit tab and Add an Interim Update
3. Update the Gateway question to Yes



The screenshot shows a software interface for data entry. At the top, there is a tab labeled "Income from Any Source" with a green indicator bar. Below this is a search bar with a magnifying glass icon and the text "Monthly Income". A dropdown menu is open, showing a list of options: "No (HUD)", "-Select-", "Yes (HUD)", "No (HUD)", "Client doesn't know (HUD)", "Client refused (HUD)", and "Data not collected (HUD)". The "Yes (HUD)" option is highlighted in blue, and a blue arrow points to it from the right. Below the dropdown, there is a table with columns for "Monthly Amount" and "Source of Income". The "Source of Income" column has a dropdown menu open showing "Other (HUD)" and "No".

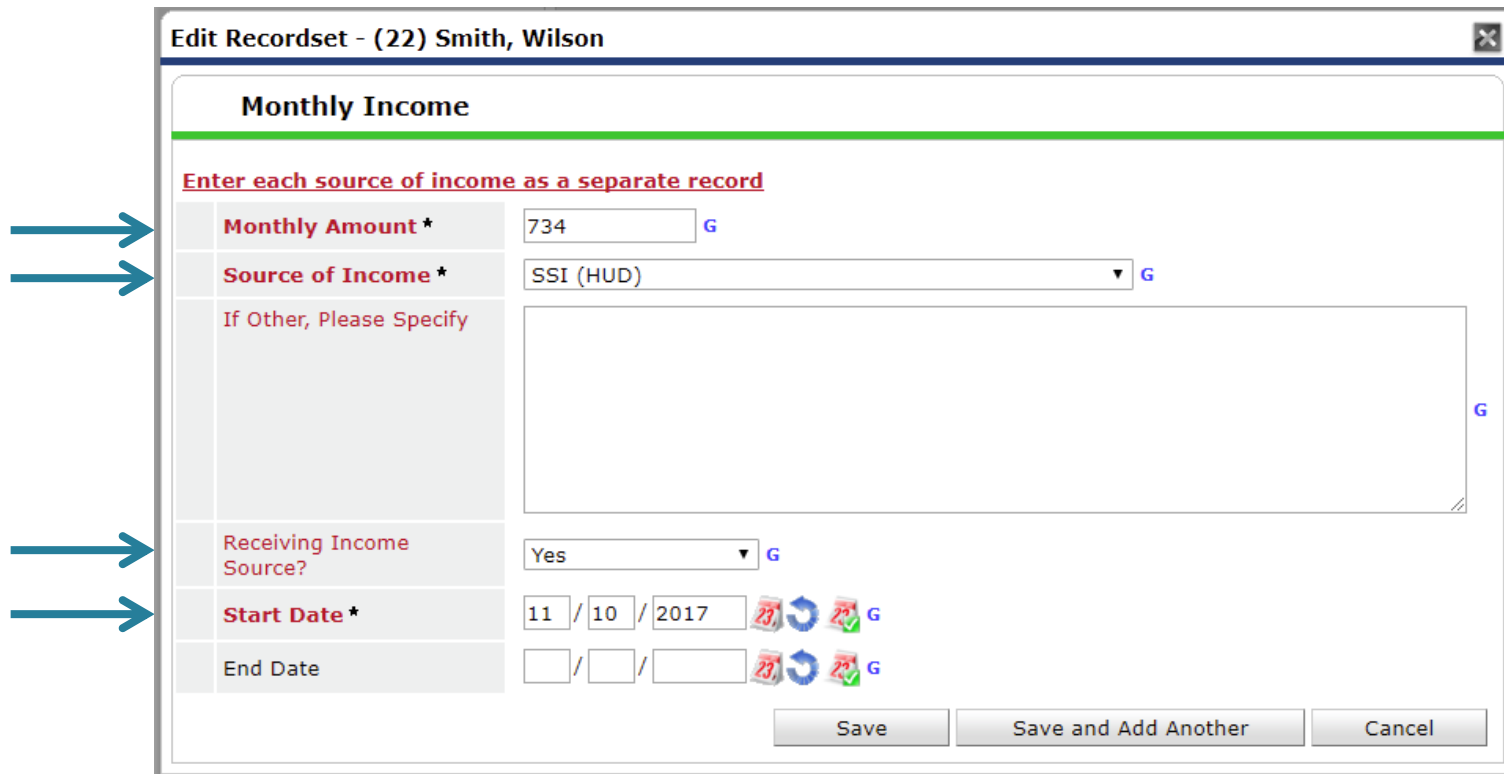
How to Change Sub-assessments

4. Click Add for a new SSI response



Buttons: Add, View Gross Income, Showing 1-5 of 15, First, Previous, Next, Last

5. Complete Income Source information



Monthly Income

Enter each source of income as a separate record

Monthly Amount *	734	G
Source of Income *	SSI (HUD)	G
If Other, Please Specify		G
Receiving Income Source?	Yes	G
Start Date *	11 / 10 / 2017	G
End Date		G

Buttons: Save, Save and Add Another, Cancel

How to Change Sub-assessments

- 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) No G

Monthly Income HUD Verification

		Monthly Amount *	Source of Income *	Receiving Income Source?	Start Date *	End Date
		US\$734.00	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	
			Unemployment Insurance (HUD)	No	10/31/2017	

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



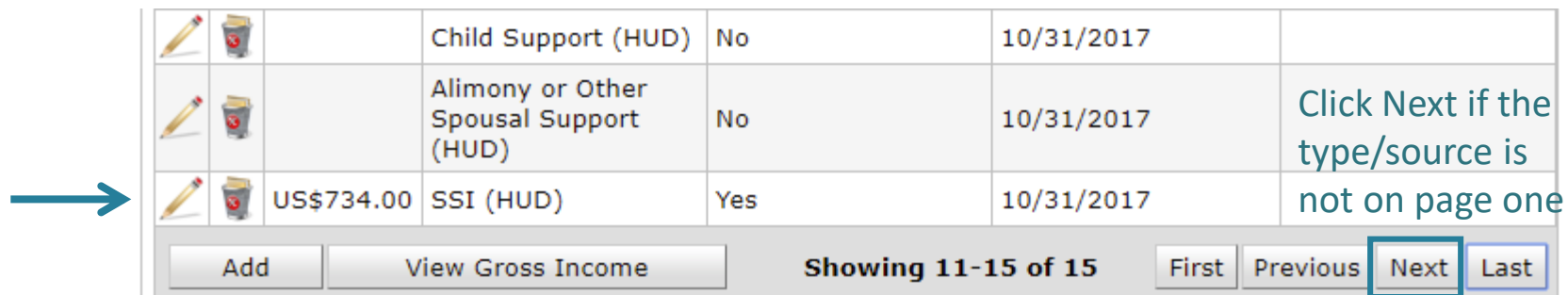
How to Change Sub-assessments







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




			Child Support (HUD)	No	10/31/2017	
			Alimony or Other Spousal Support (HUD)	No	10/31/2017	Click Next if the type/source is not on page one
		US\$734.00	SSI (HUD)	Yes	10/31/2017	Click Next if the type/source is not on page one

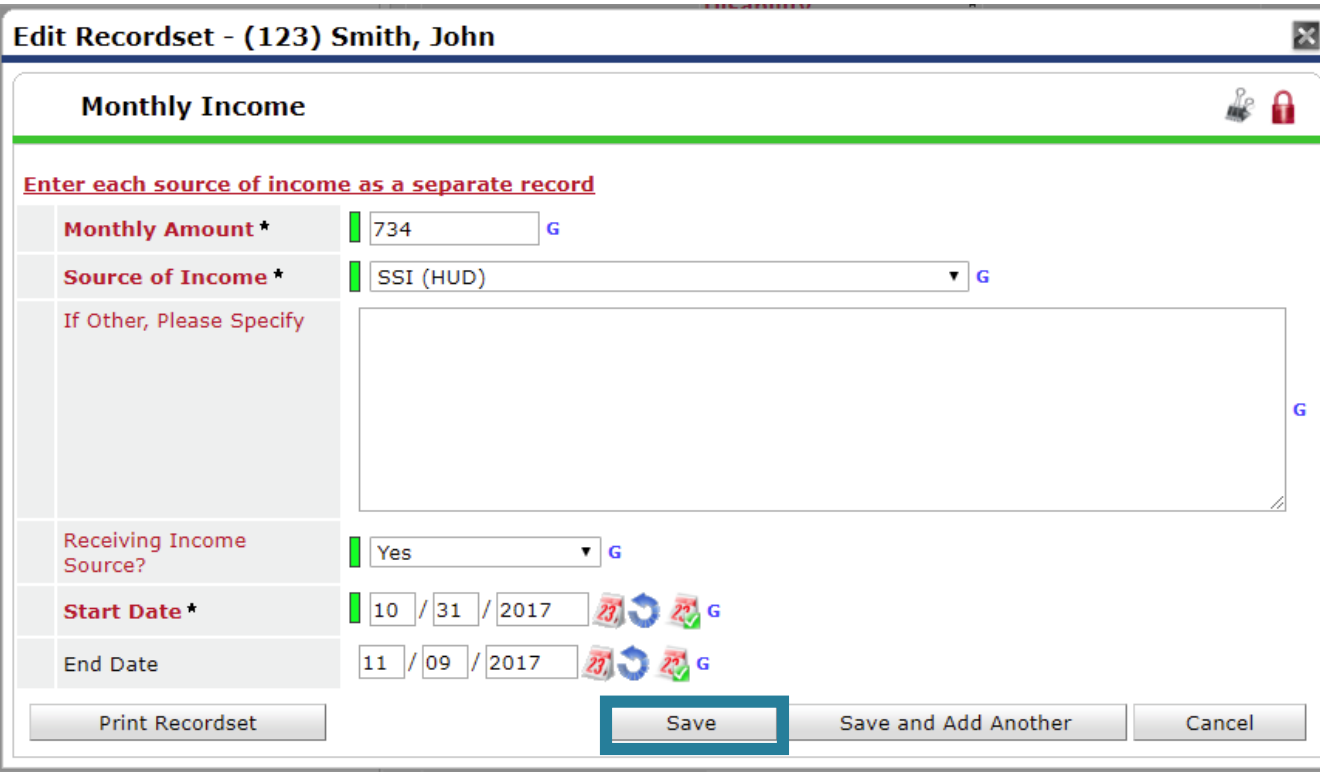
Showing 11-15 of 15 First Previous **Next** Last



How to Change Sub-assessments

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

5. 



Monthly Amount *	734
Source of Income *	SSI (HUD)
If Other, Please Specify	
Receiving Income Source?	Yes
Start Date *	10 / 31 / 2017
End Date	11 / 09 / 2017

Print Recordset Save Save and Add Another Cancel

How to Change Sub-assessments

6. Complete Income Source information

Add Recordset - (123) Smith, John

Monthly Income

Enter each source of income as a separate record

Monthly Amount *	786 G
Source of Income *	SSI (HUD) G
If Other, Please Specify	G
Receiving Income Source?	Yes G
Start Date *	11 / 10 / 2017 G
End Date	/ / G

Save Save and Add Another Cancel

How to Change Sub-assessments











- 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 <ul style="list-style-type: none">- Review the client detail tab Run the APR or CAPER report on Dashboard <ul style="list-style-type: none">- 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



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)





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



Overlap in different projects

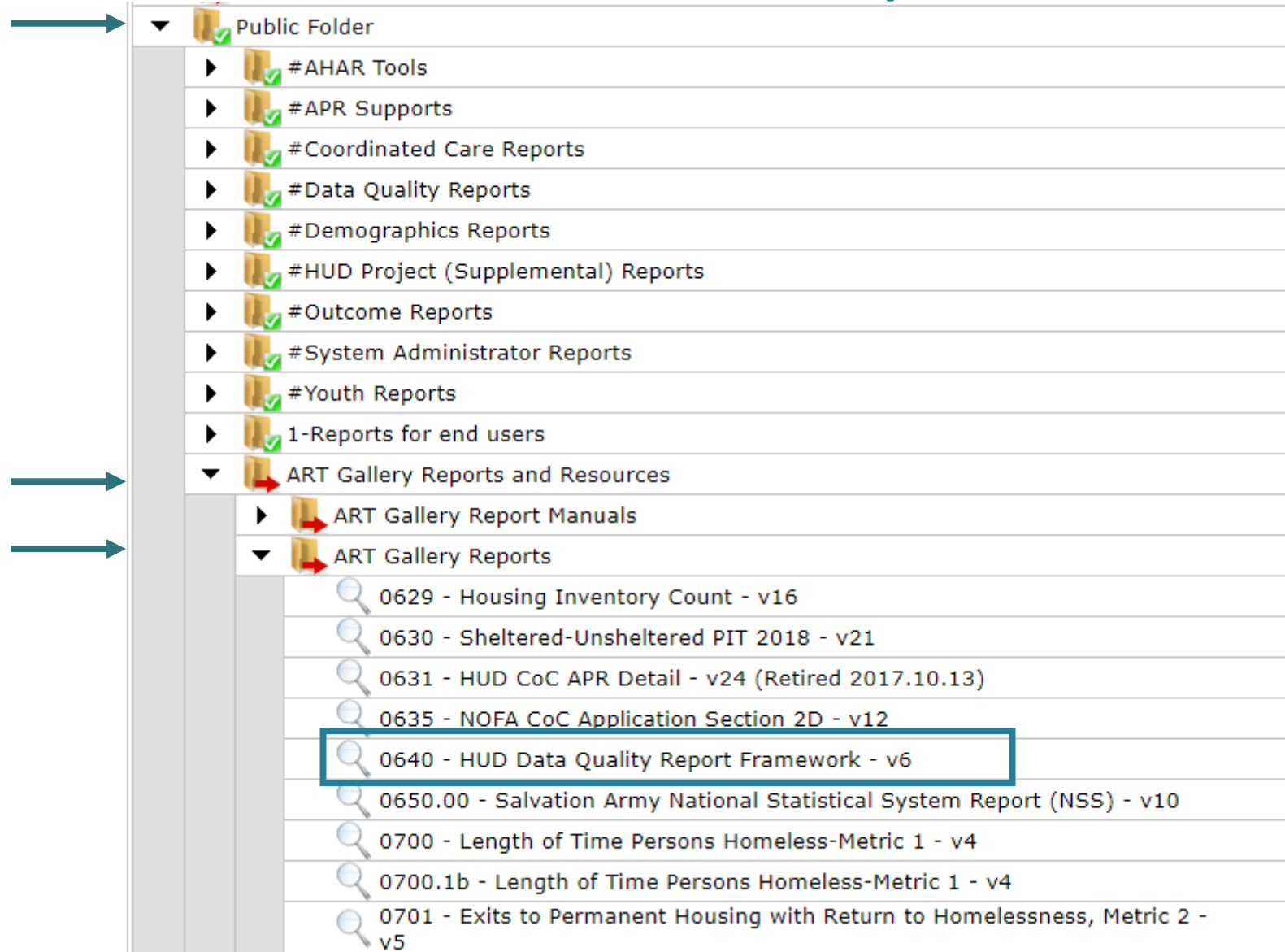
Overlapping start dates

- 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

Showing 1-2 of 2

Where can I find the 0640 Report?



Schedule the 0640 Report

ART Item Details [X]

0640 - HUD Data Quality Report F...

Name	0640 - HUD Data Quality Report Framework - v6
Description	This report is a HUD CoC APR Data Quality and Completeness monitoring tool for the upcoming 2015 version of
Creation Date	2018-01-13 12:47
Update Date	2018-03-28 14:14
Type	Webi
Owner	Administrator

[View Report](#) [Edit Report](#) [Schedule Report](#)

0640 Report Prompts

ART Report

Prompts

Fill out each of the prompts below *

Select Provider(s):	→
Select Provider CoC Code(s):	→
Select Reporting Group Name:	→
EDA Provider	→
Enter effective date	→
Enter Start Date:	→
Enter End Date PLUS 1 Day:	→

Select your specific project(s)

Leave blank

Leave blank

Select your specific project or leave as default

Enter your End date + 1

Enter your Start date

Enter your End date + 1

Select Provider(s):

Optional

<input type="text"/>	Select
----------------------	--------





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)





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



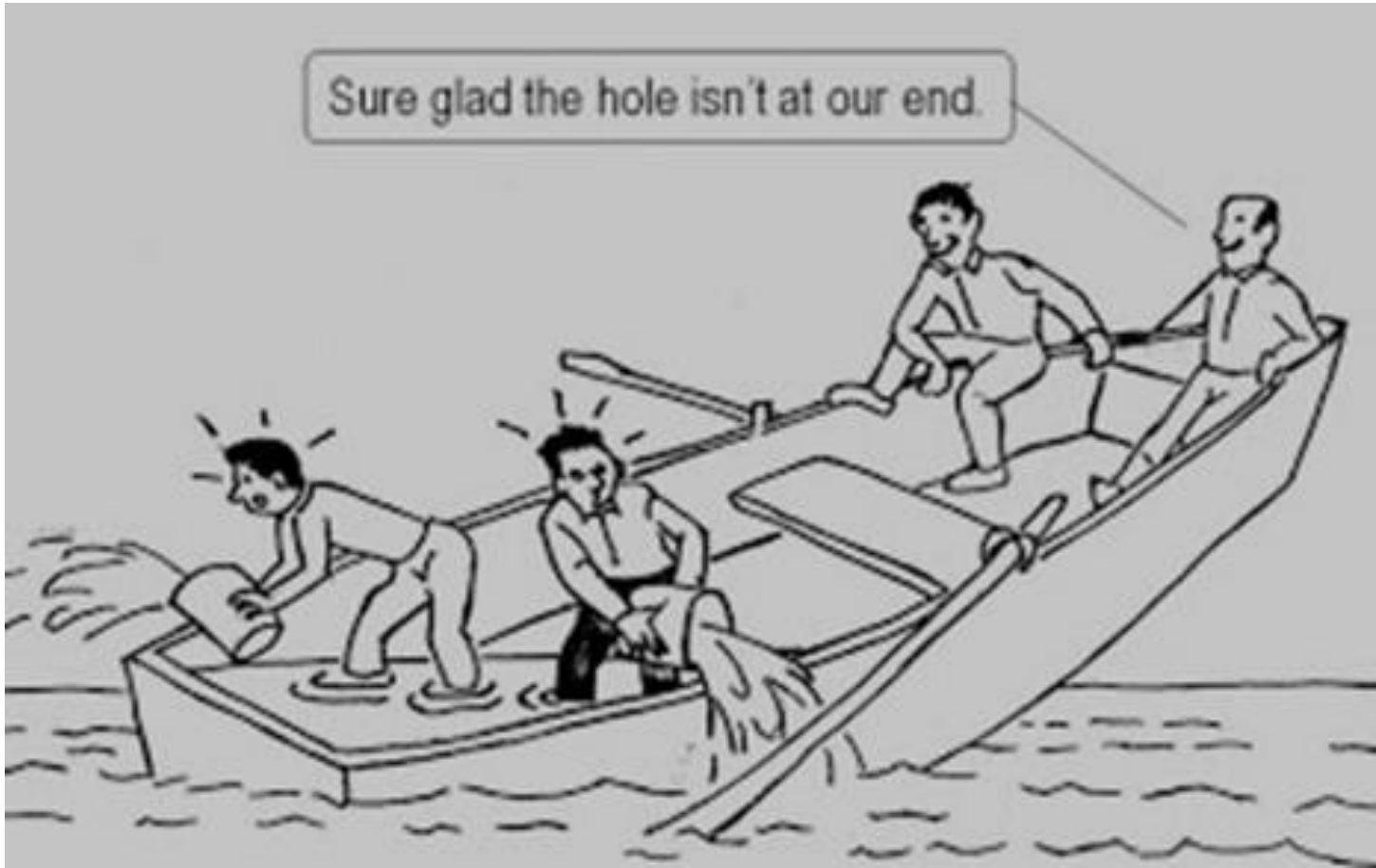
Unexited clients can create overlaps

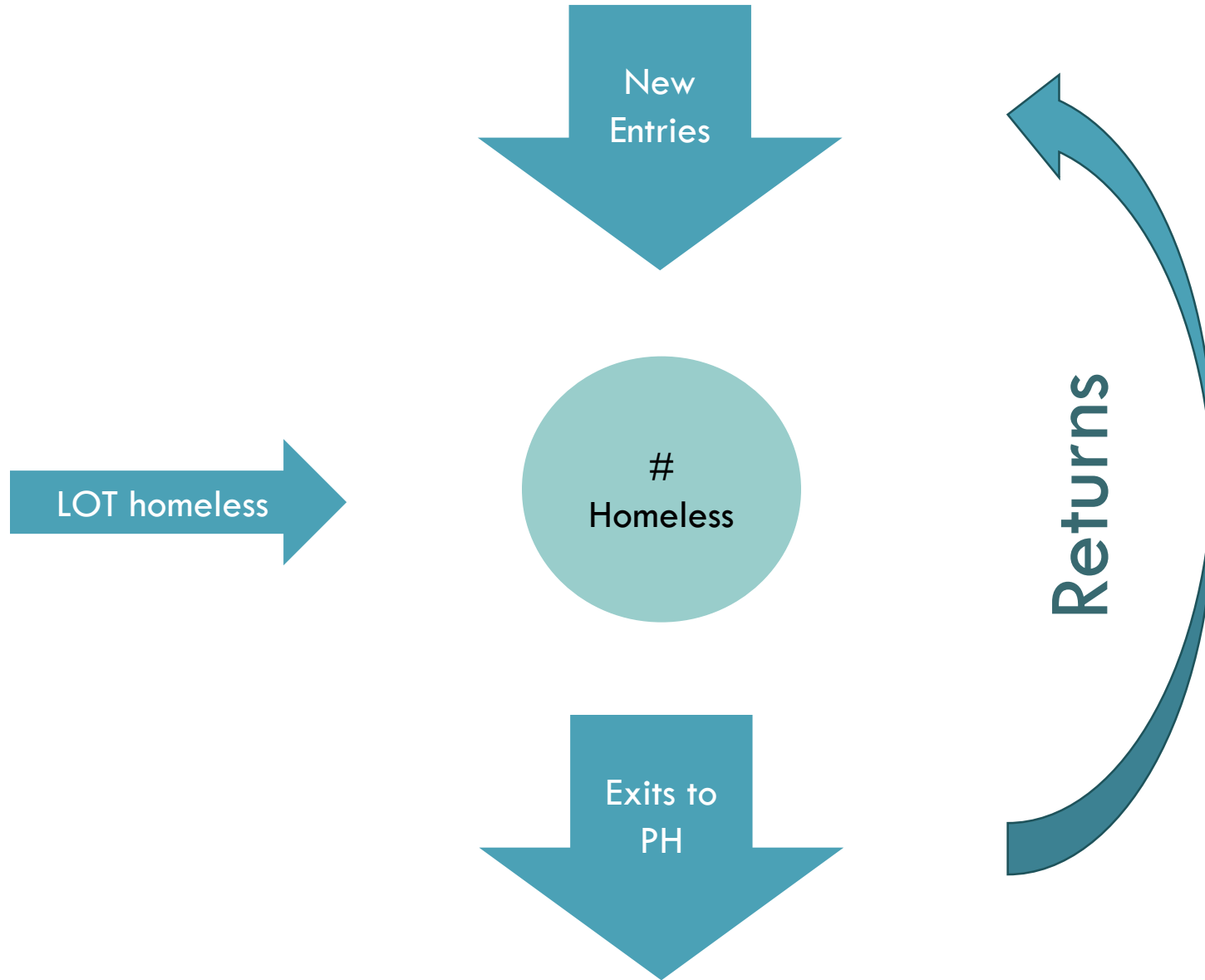
Overlapping start dates among different projects

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

Showing 1-2 of 2







Improving System Performance Measures





What's Next

What's Next Calendar

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



Contact NCCEH

hello@ncceh.org

919.755.4393

NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997



NCCEH