

# NC HMIS

## Orange User's Meeting

June 2018

### The Data Center at NCCEH



North Carolina Coalition to End Homelessness

securing resources

encouraging public dialogue

advocating for public policy change

# 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

## NC HMIS Exit Destination Guide

2017 Data Standards v3

Permanent Destinations	Explanation
Moved from one HOPWA funded project to HOPWA PH	HOPWA – Housing Opportunities for Persons with AIDS PH – Permanent Housing.
Owned by client, no ongoing housing subsidy	The client owns the unit they are living in and has no ongoing housing subsidy attached to it.



# Disabling Condition

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

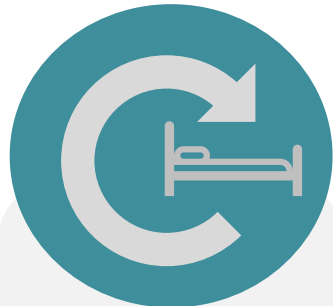
System Performance Measures

# System Performance Measures



1

Length of Time  
Homeless



2

Return to  
Homelessness



3

Number of  
Homeless



4

Increase in  
Income



5

First Time  
Homeless



7

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



# 1 Length of Time Homeless

## **Definition**

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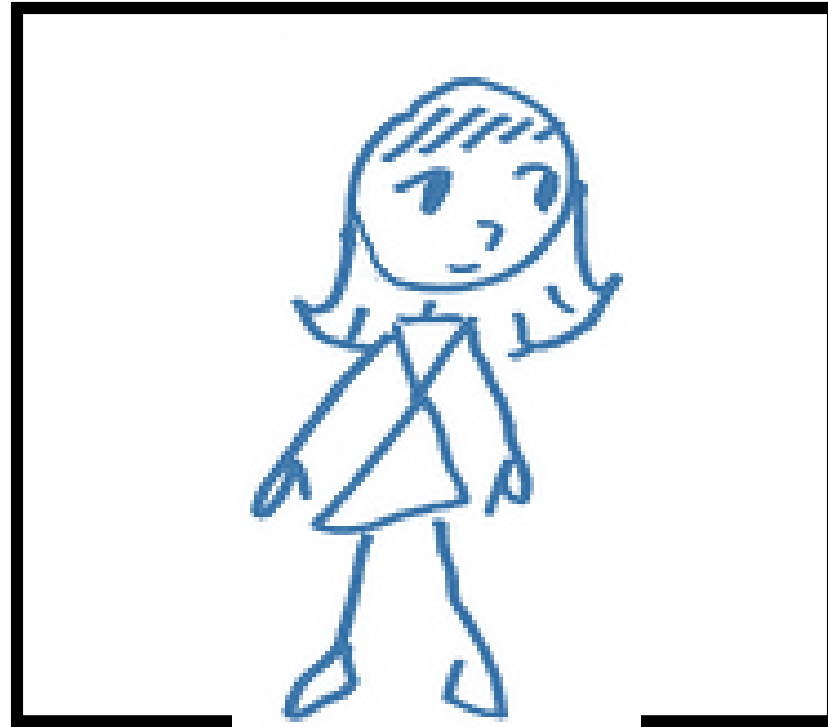
The length of time persons are homeless in emergency shelter, safe haven and transitional housing projects

## **Goal**

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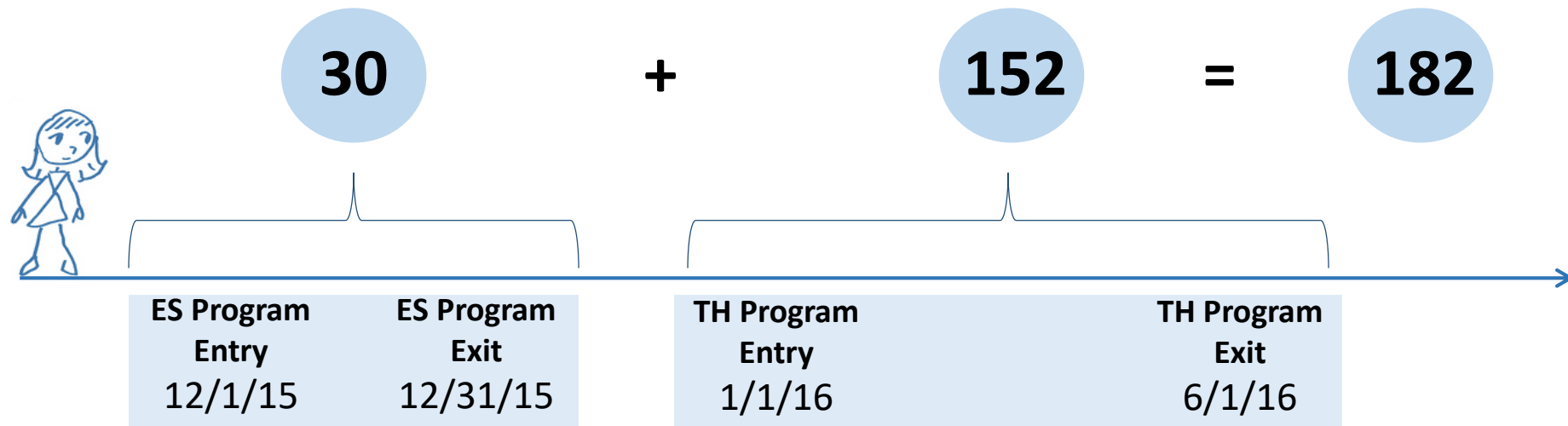
Reduction in the average and median length of time persons remain homeless

# Meet Henrietta



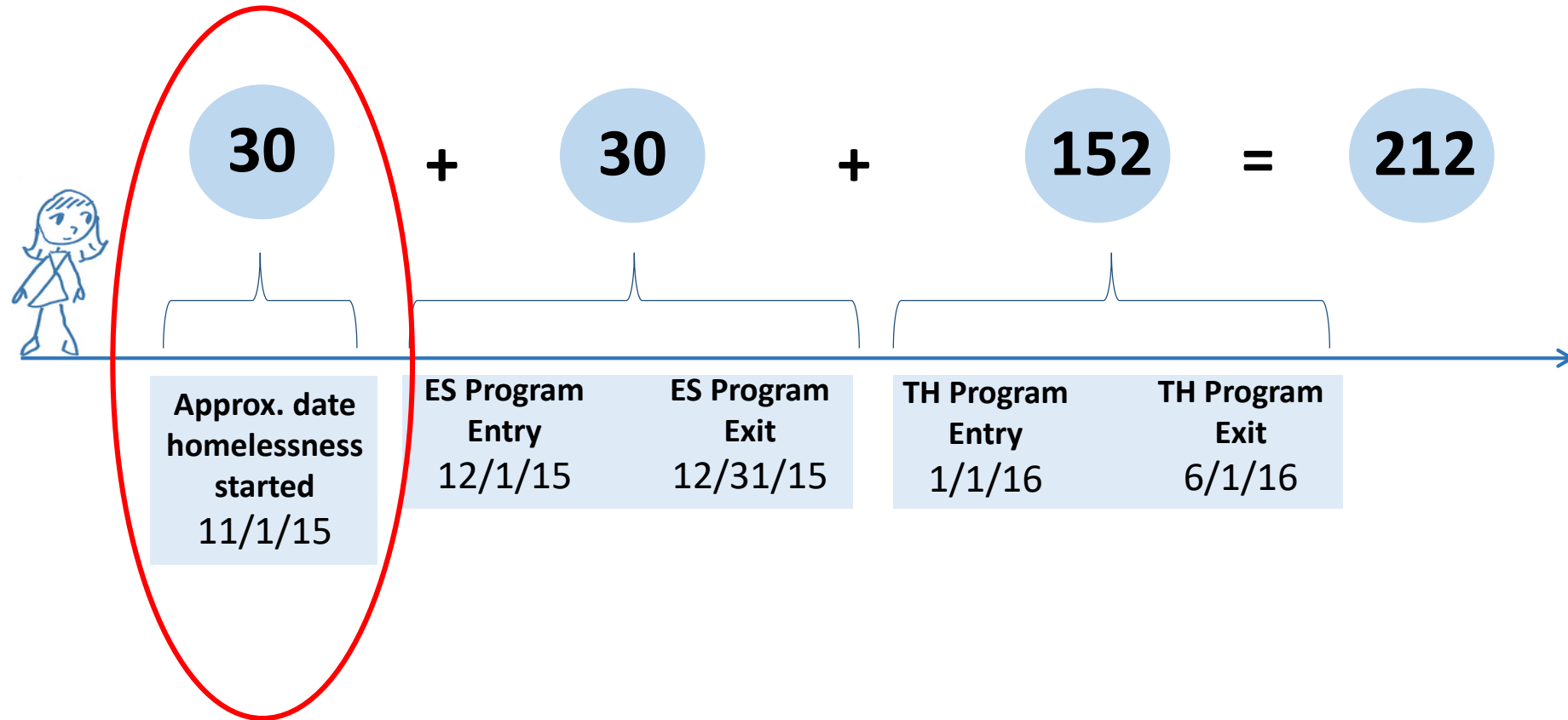
# Length of Time Homeless

Based on Entries and Exits






# Length of Time Homeless

Based on Approximate Start Date + Entries and Exits



# Approximate Start Date is in the Homeless History section of HMIS Intake

Prior Living Situation (Immediately Prior to Entry)	<input type="text" value="Place not meant for habitation (HUD)"/>
Length of Stay in Previous Place	<input type="text" value="One month or more, but less than 90 days"/> G
Approximate date homelessness started:	<input type="text" value="01"/> / <input type="text" value="01"/> / <input type="text" value="2017"/>    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	<input type="text" value="Four or more times (HUD)"/> G
Total number of months homeless on the street, in ES or SH in the past three years	<input type="text" value="6"/> G

# What's the difference between Average and Median?



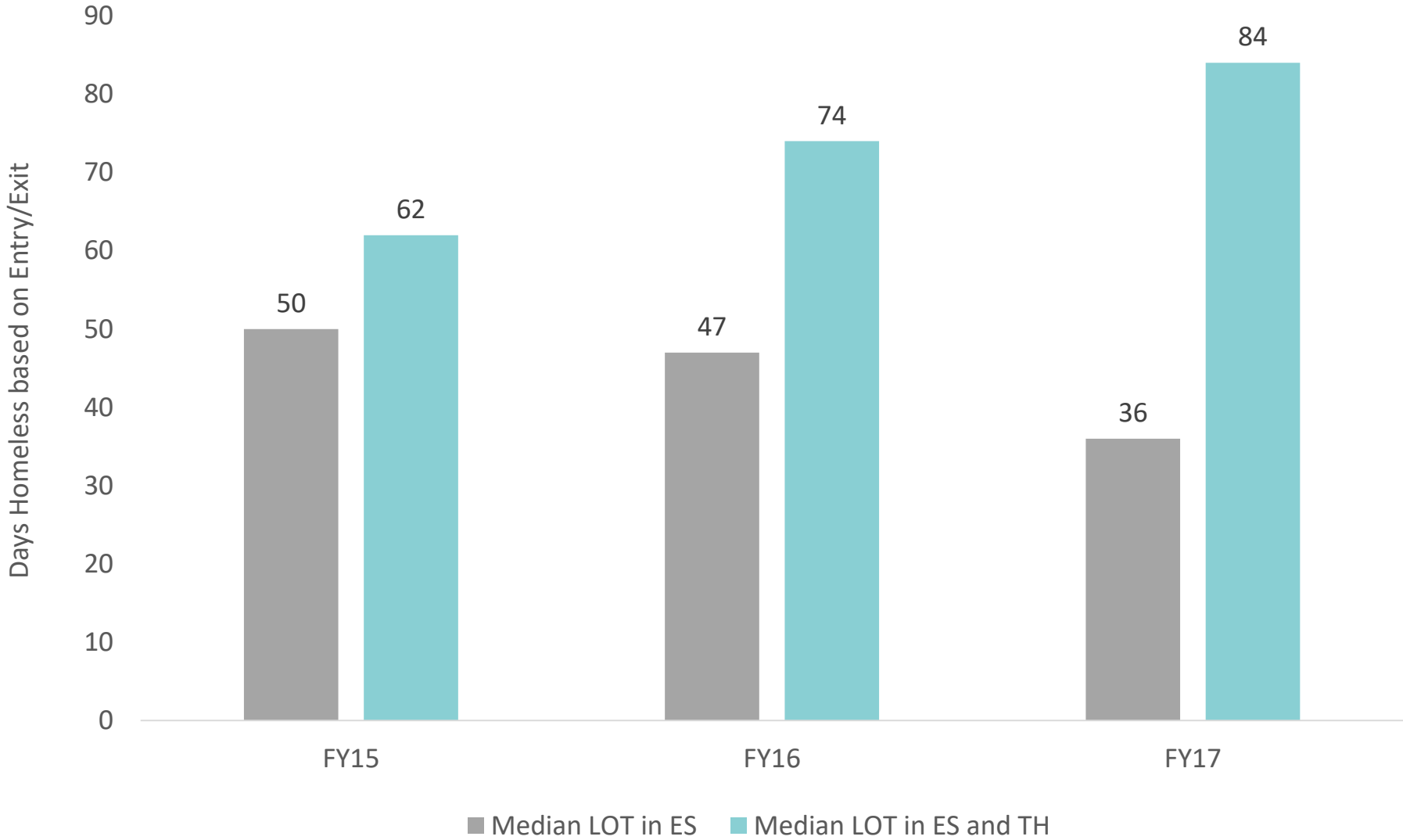
**Average = 70 days**

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

**Median = 60 days**

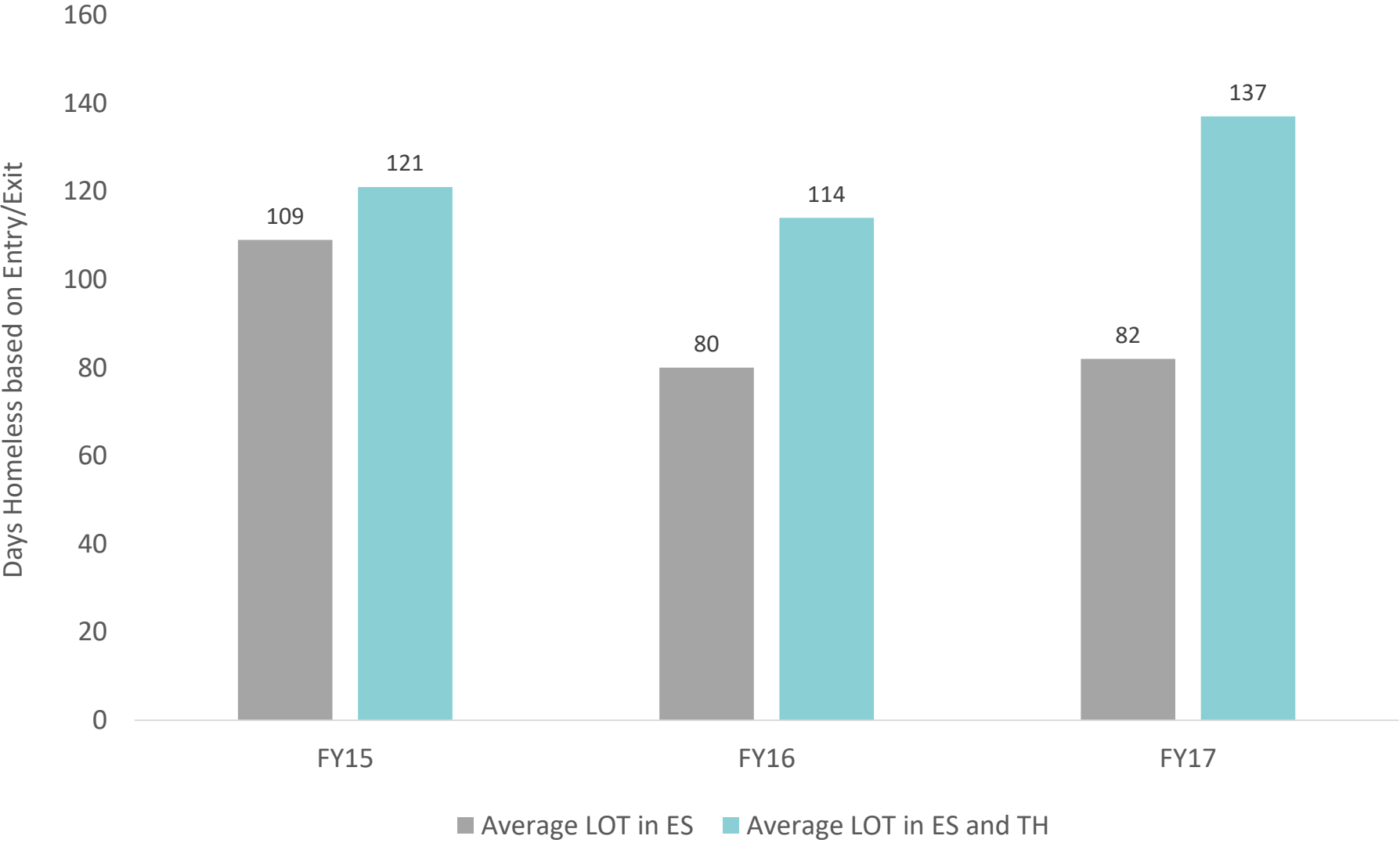
50% of clients stayed less than 60 days and 50% stayed more than 60 days and

# Median Length of Time Homeless by Year





# Average Length of Time Homeless by Year



# Entries, Exits, and Null Data Impact

## **Entries/Exits**

Date accuracy

Project type (only for ES and TH are included)

## **Inaccurate Responses**

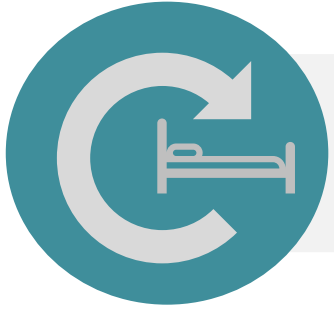
ES and TH entries need clients in beds. Are there practices that prevent accurate Entry or Exit dates?

## **What else?**

Are there other reasons this may have increased?



Remember: Missing data is ALWAYS better than inaccurate data



## 2 Returns to Homelessness

### **Definition**

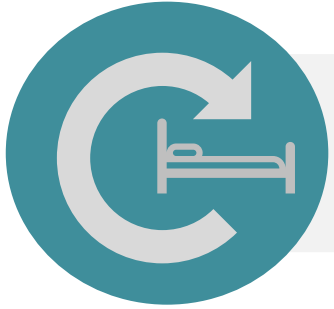
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The number of persons who return to street outreach, emergency shelter, transitional housing or permanent housing projects after previously exiting to a permanent housing destination

### **Goal**

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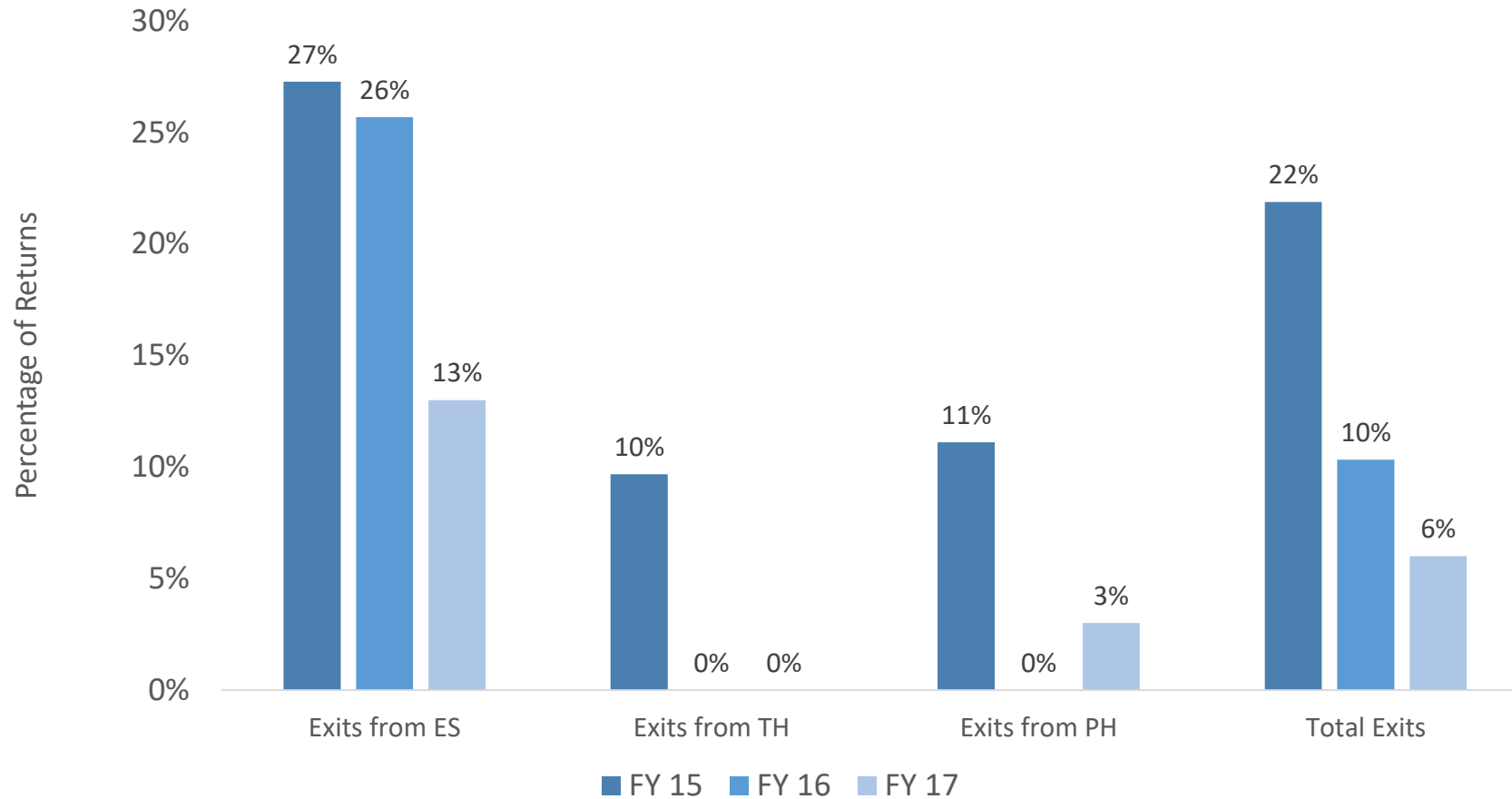
Reduction in the percent of persons who return to homelessness



## 2 Returns to Homelessness



# Percentage of Permanent Housing Returns to Homelessness in 2 Years



Source: FY17 Orange SPM data



## 3 Number of Homeless Persons

### **Definition**

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(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**

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Reduction in the number of persons who are homeless



## 3 Number of Homeless Persons

### PIT Night Count



Unsheltered

+



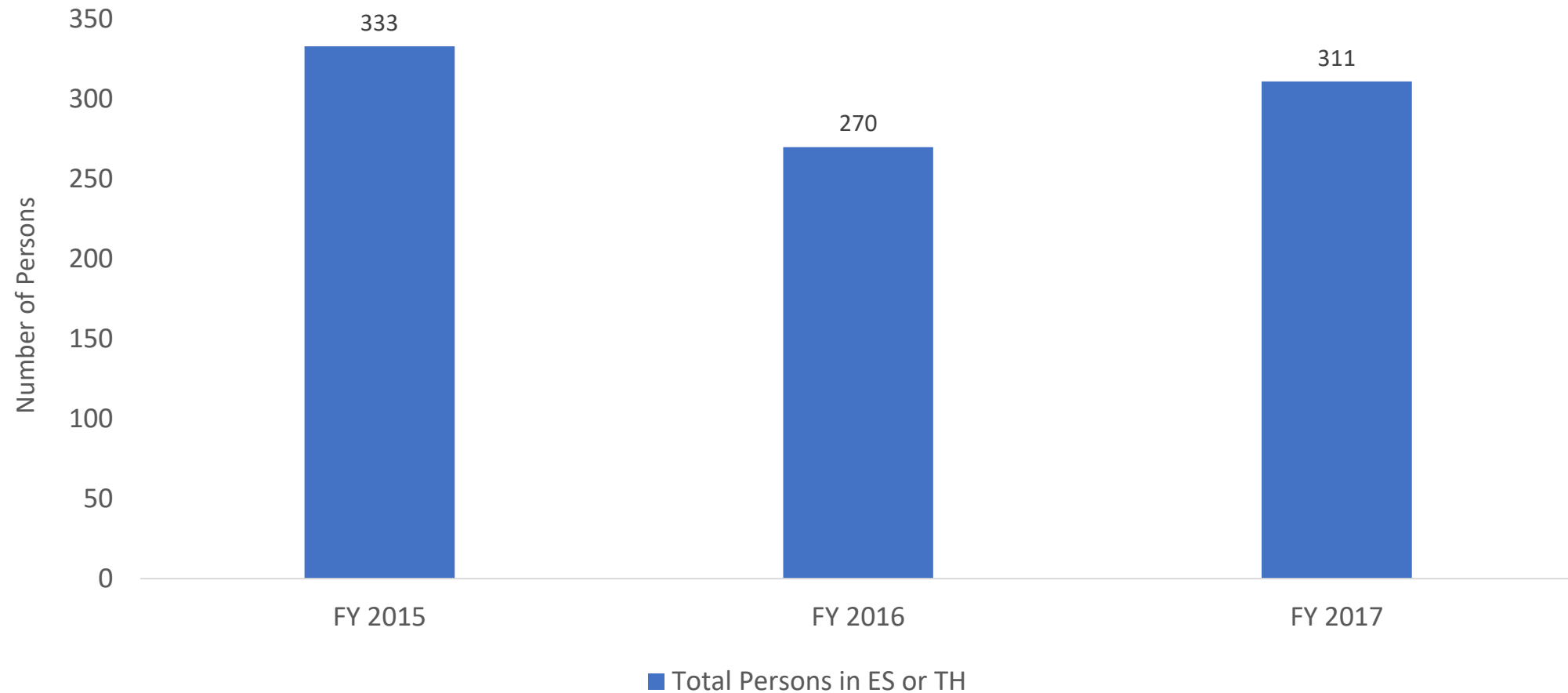
Sheltered

### HMIS Annual Data



All clients who entered a homeless project during the reporting period

# Unduplicated Annual Count



Source: Orange SPM data







## 4 Employment and Income Growth

### **Definition**

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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

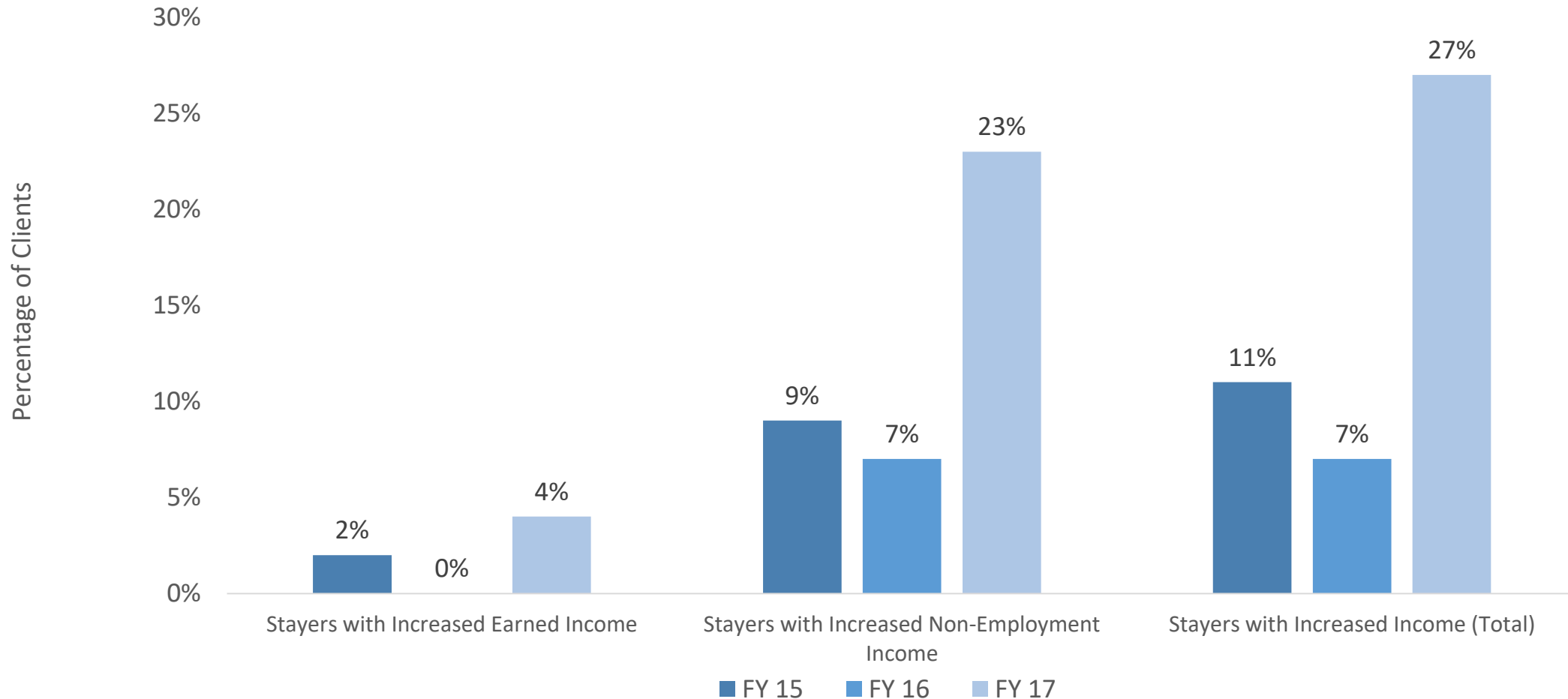
Only for CoC Funded Projects

### **Goal**

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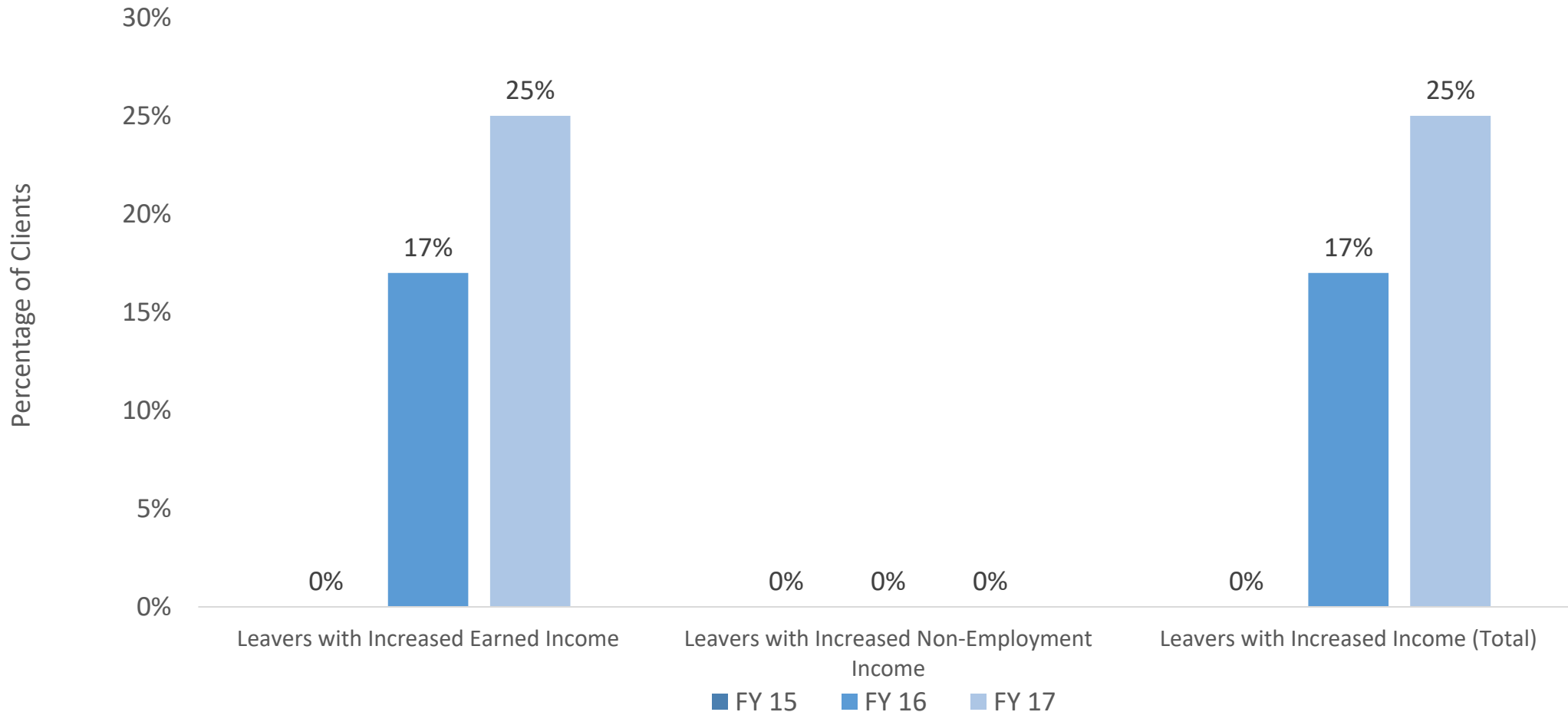
Increase in the percent of adults who gain or increase employment or non-employment cash income over time

# Increases in Employment and Income amongst Stayers



Source: FY17 Orange SPM data

# Increases in Employment and Income amongst Leavers



Source: FY17 Orange SPM data



## 5 First Time Homeless

### **Definition**

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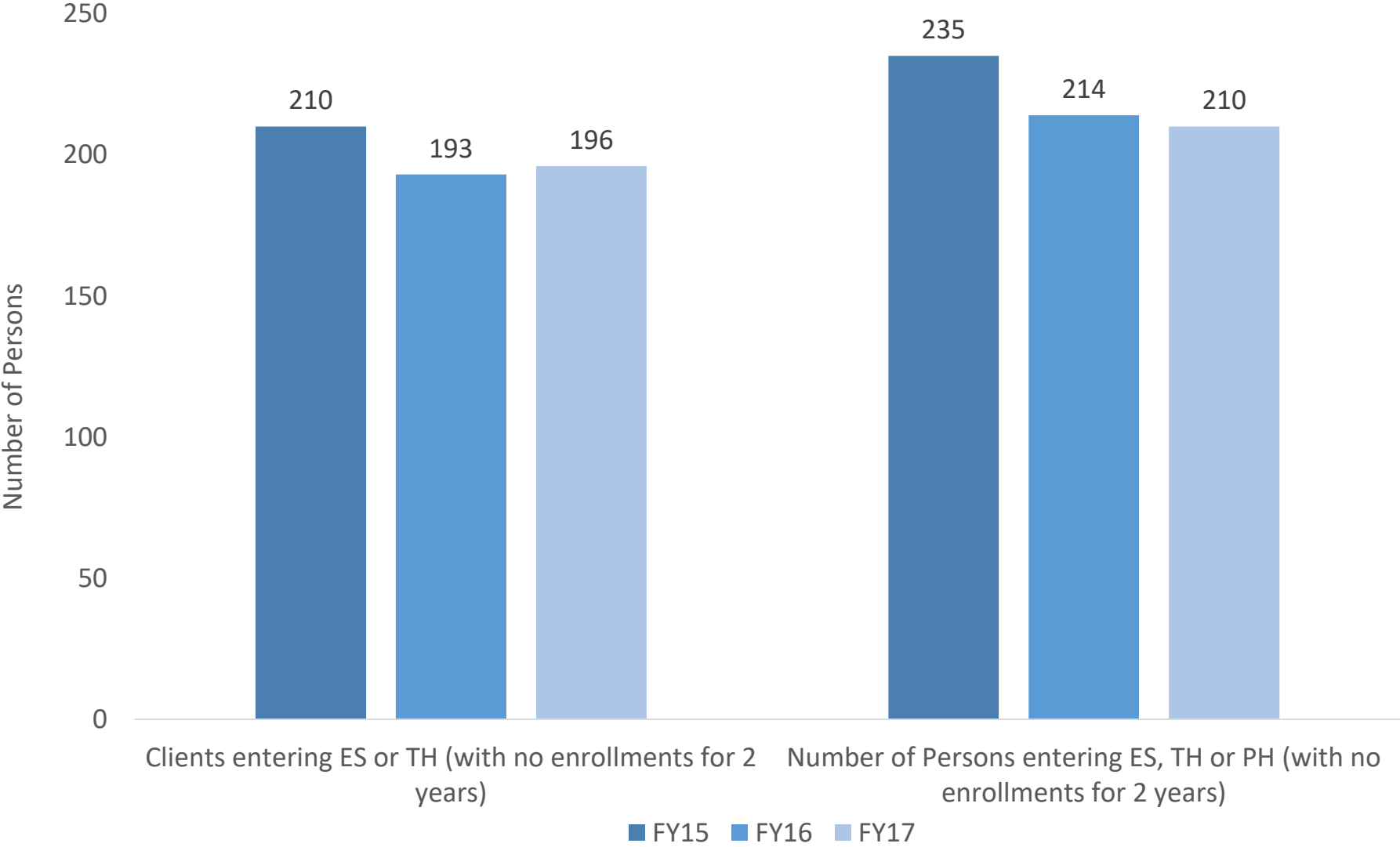
- (1) Change in the number of homeless persons in ES, SH, and TH projects with no prior enrollments in HMIS
  
- (2) Change in the number of persons in ES, SH, TH, and PH projects with no prior enrollments in HMIS

### **Goal**

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Reduction in the number of persons who become homeless for the first time

# Clients Served without entries in last two years





## 7 Permanent Housing Placement & Retention

### **Definition**

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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**

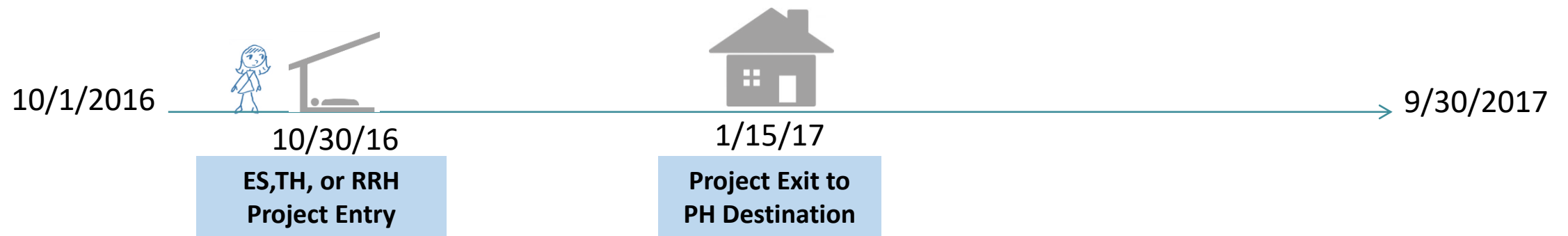
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Increase in percentage of people who exit to or retain permanent housing



# 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





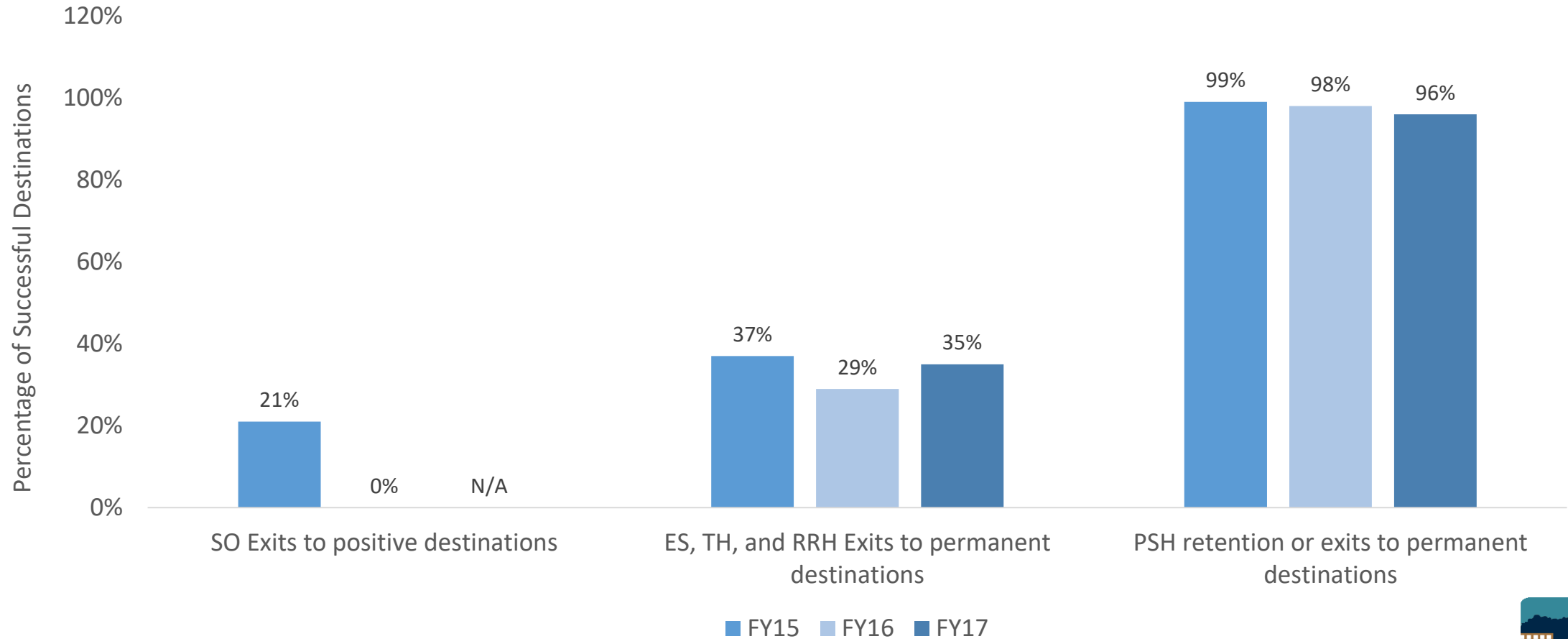


# 7 Permanent Housing Placement & Retention

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



# Exits to (or Retention of) Successful Destinations



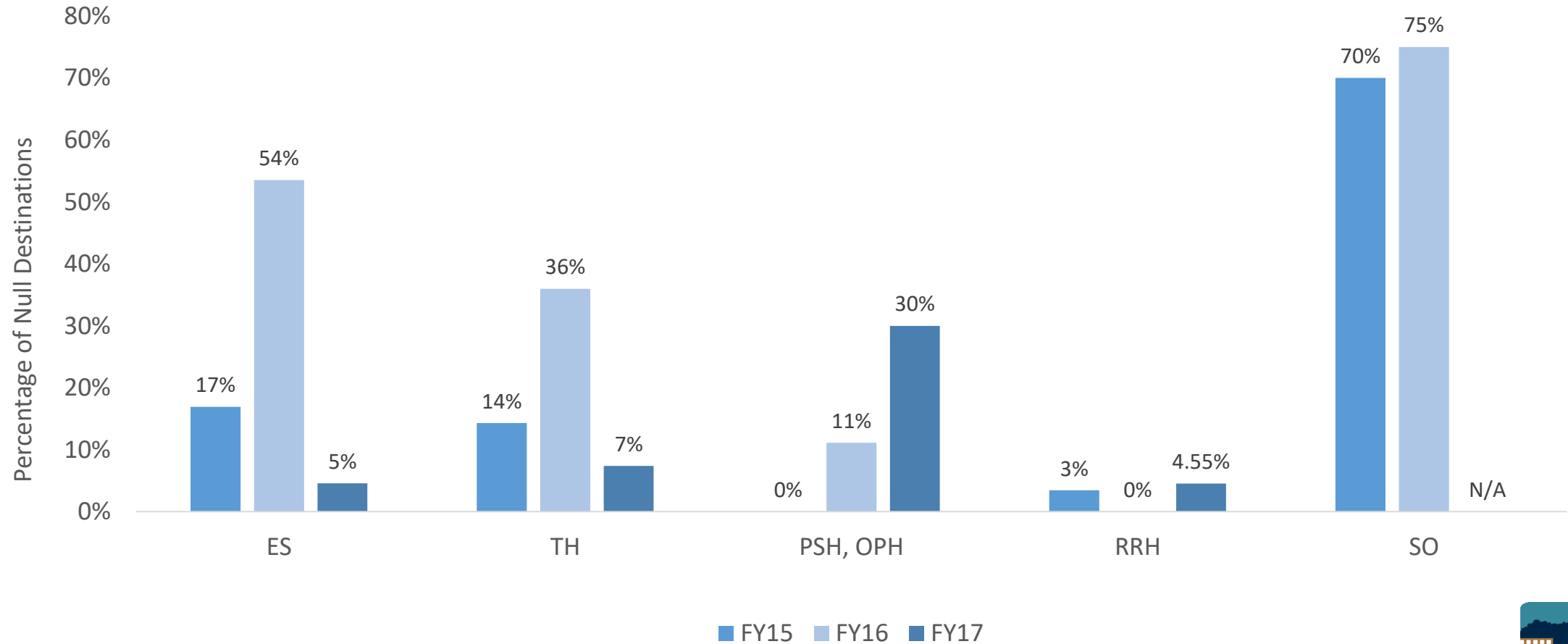
Source: Orange SPM data



# Data Quality

System Performance Measures

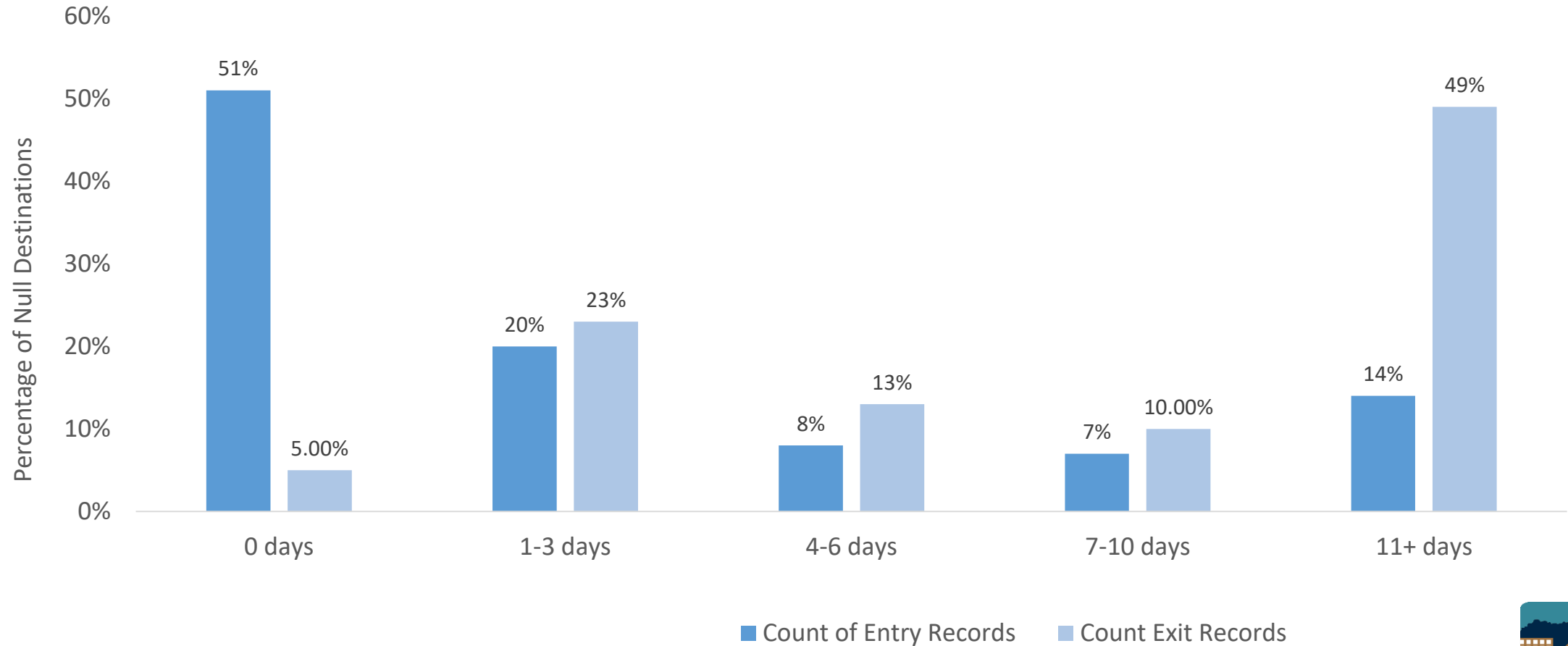
# Exits Destinations DQ Completeness



Source: Orange SPM data

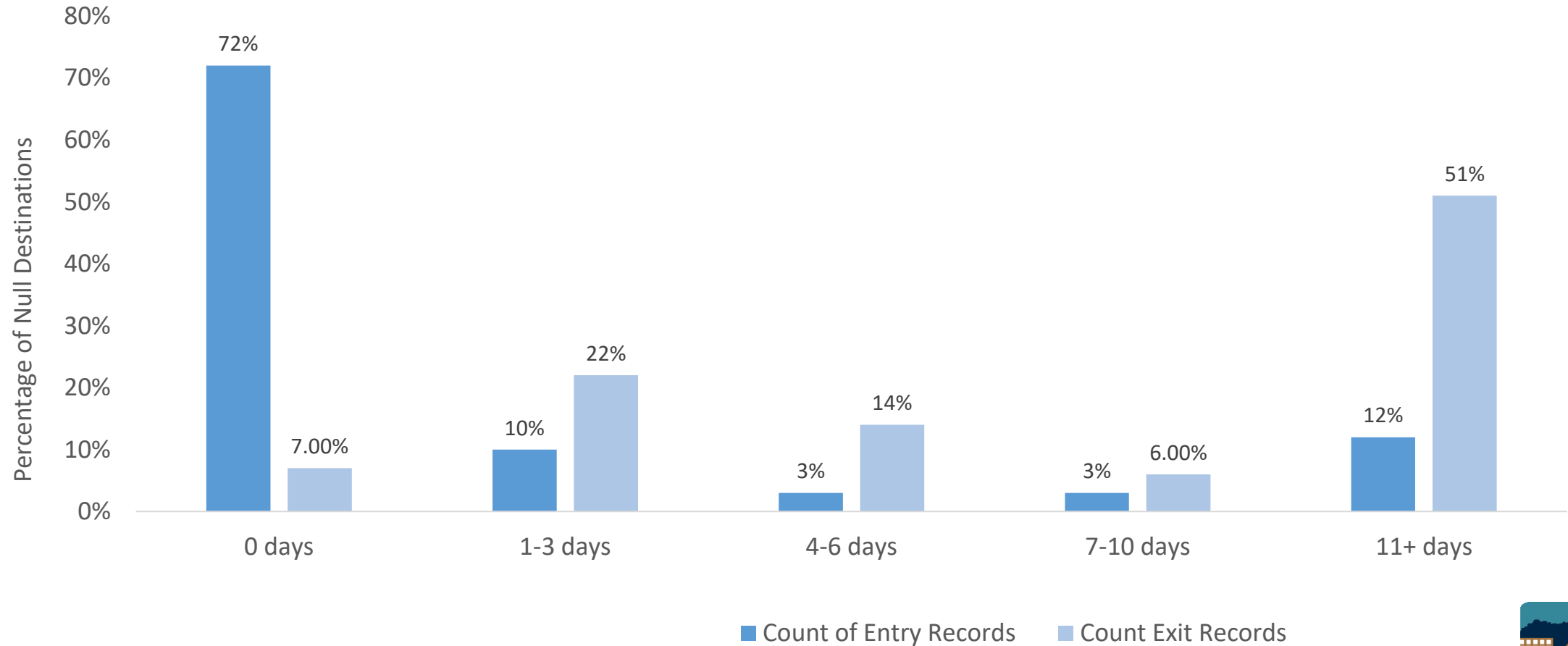


# Timeliness DQ - ES



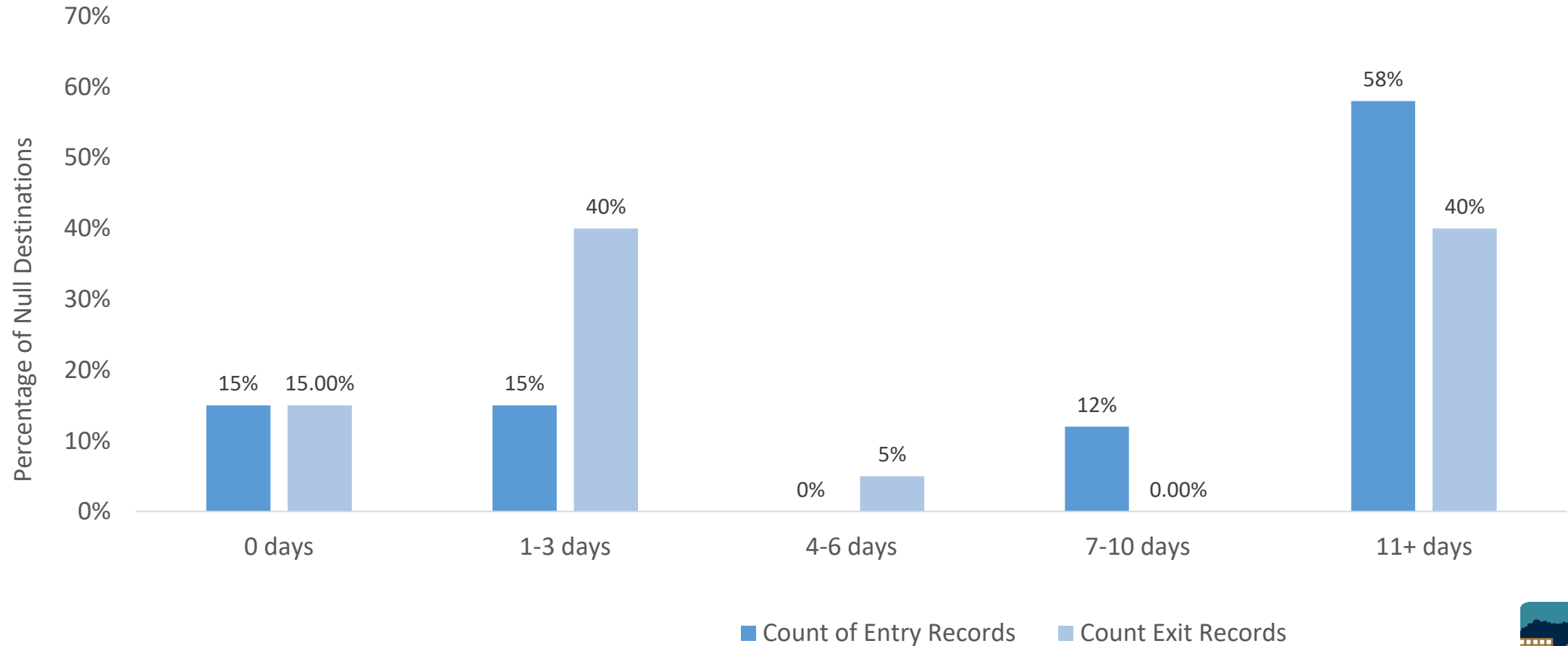
Source: Orange SPM data

# Timeliness DQ – TH



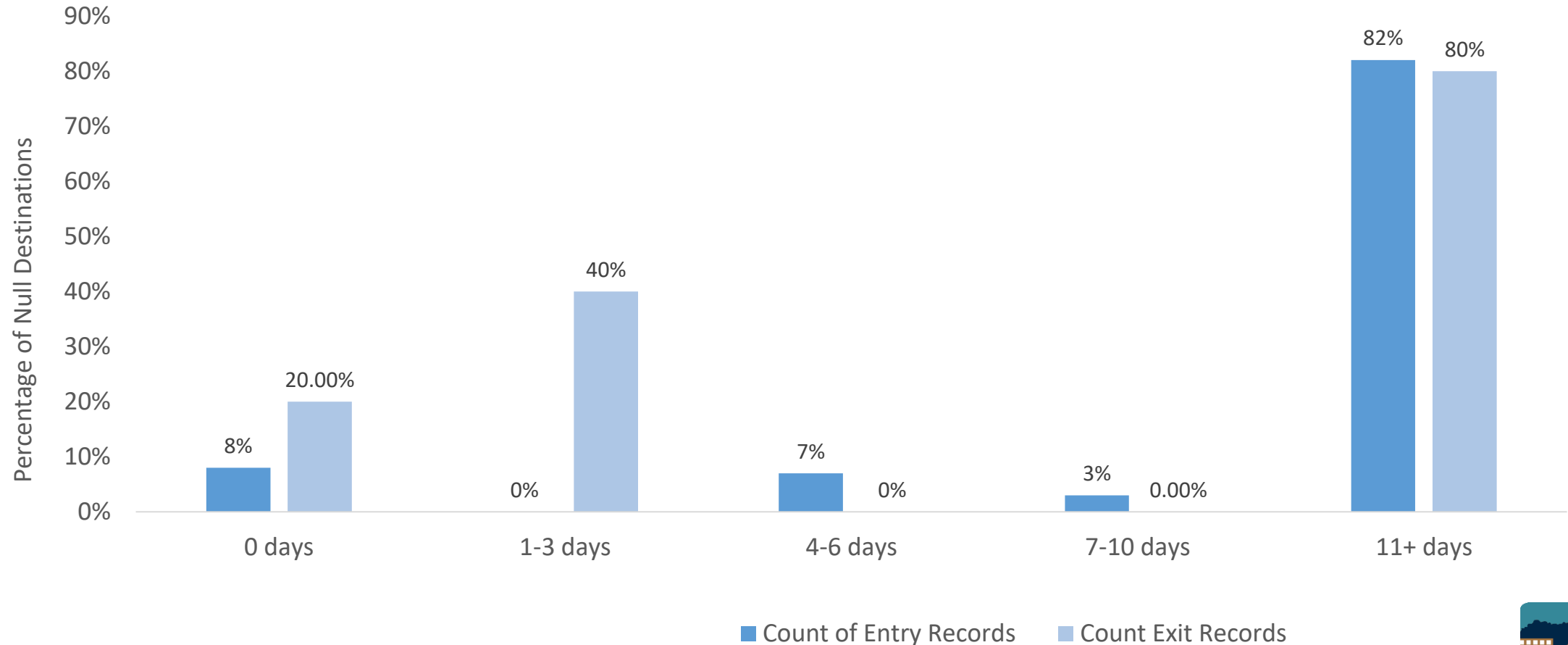
Source: Orange SPM data

# Timeliness DQ – RRH



Source: Orange SPM data

# Timeliness DQ – PSH



Source: Orange SPM data



# **NCCEH DATA CENTER REMINDERS**

# Upcoming Dates & Deadlines

Date	Topic
June 18 <sup>th</sup>	Orange Users Meeting
June 26 <sup>th</sup>	HMIS@NCCEH Update Webinar
June 30 <sup>th</sup>	State ESG QPR Deadline (Jan-Mar)
<i>July</i>	HMIS@NCCEH
July 16 <sup>th</sup>	Orange HMIS Users Meeting
July 31 <sup>st</sup>	State ESG QPR Deadline (Jan-Jun)

# 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](mailto: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](https://ncceh.org/hmis)**

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

**919.410.6997** or **[hmis@ncceh.org](mailto:hmis@ncceh.org)**

helpdesk for local support



**North Carolina Coalition to End Homelessness**

securing resources

encouraging public dialogue

advocating for public policy change