

NC HMIS

Orange User's Meeting

June 2017

The Data Center at NCCEH



North Carolina Coalition to End Homelessness

securing resources

encouraging public dialogue

advocating for public policy change

Welcome

1. Introductions
2. System Level Performance
3. System Performance Measures (SPMs)
4. Destination
5. Chronic Homelessness in HMIS
6. NCCEH Reminders
7. Helpdesk Q&A

Staff Update

The Data Center has new staff!

Tia Sanders-Rice

Andrea Carey

Andy Phillips

Nicole Purdy

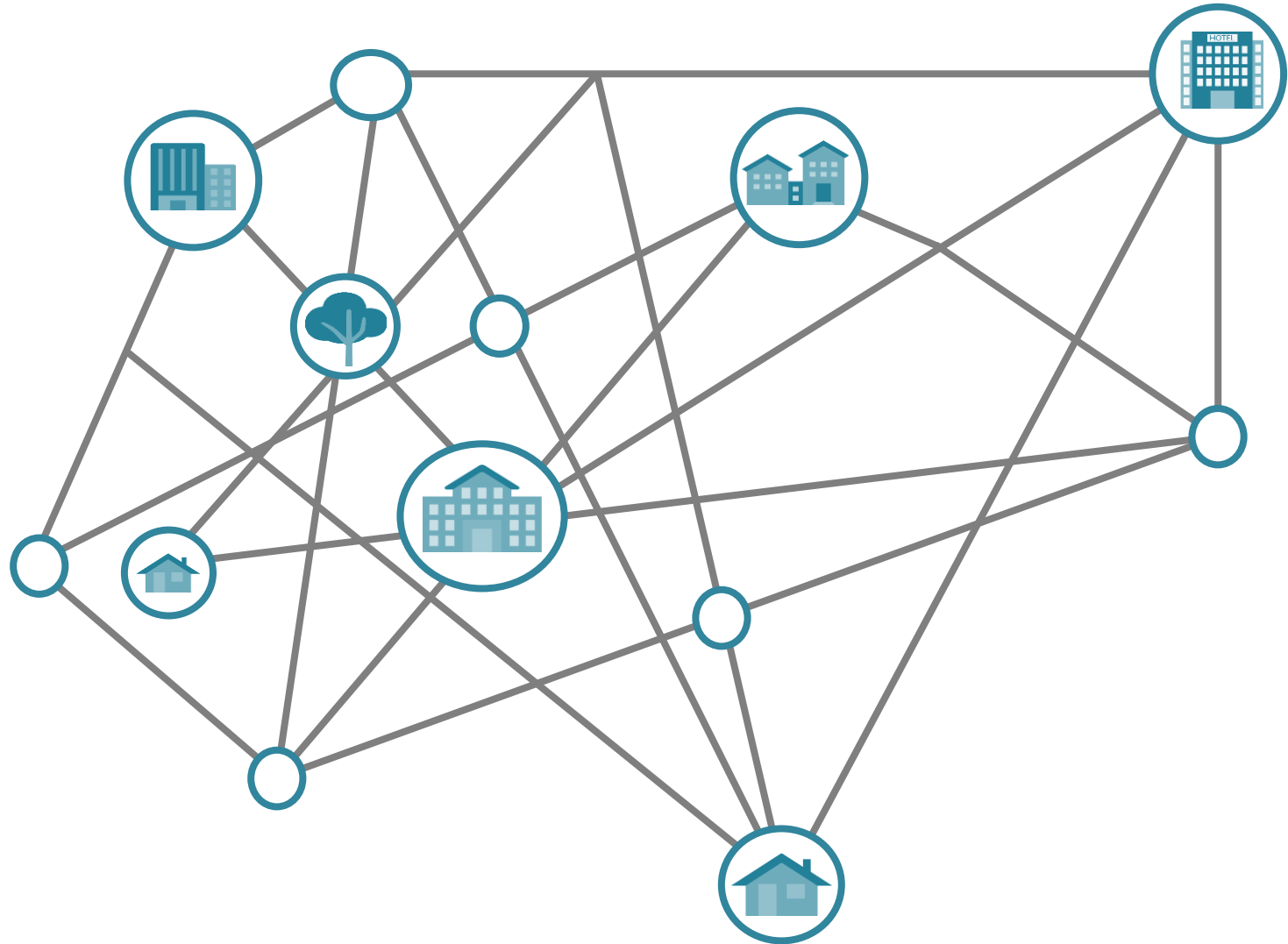
Jasmin Volkel

Federal Reports Due in 2017

Due	Report Name	Status
March 10	Emergency Solutions Grant Consolidated Annual Performance and Evaluation Report (ESG CAPER)	✓
April	Housing Inventory Count (HIC)/Point in Time Count (PIT)	✓
May	System Performance Measures (SPM)	✓
September	CoC Competition (NOFA)	
December	Annual Housing Assessment Report (AHAR)	
Ongoing	Annual Performance Report (APR)	

**SHIFTING THE WAY WE THINK
ABOUT PERFORMANCE**

Our work is interconnected



Sure glad the hole isn't at our end.



Shifting the way we think about performance



How is our system performing?

How does my project's performance impact the system?



SYSTEM PERFORMANCE MEASURE BASICS

What HMIS client data was included?



October 1, 2014 to September 30, 2016 (24 months)



Any person who entered Street Outreach (SO), Emergency System (ES), Safe Haven (SH), Transitional housing (TH), Rapid Re-Housing (RRH), and/or Permanent Supportive Housing (PSH) during the reporting period



Data are reported for individuals and person in families

Data quality impacts the SPMs



Coverage

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

65%

Utilization

Bed utilization rates must be between 65% to 105%



Data Quality

Data entry is timely

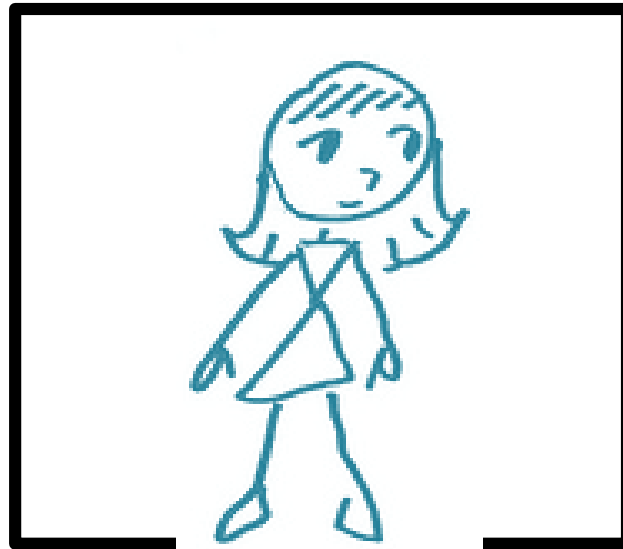
Low rate of missing data

Data reflects what is accurate

Discrepancies have been identified and addressed

SPM DESCRIPTIONS

Meet Henrietta



Measure 1: Length of time homeless

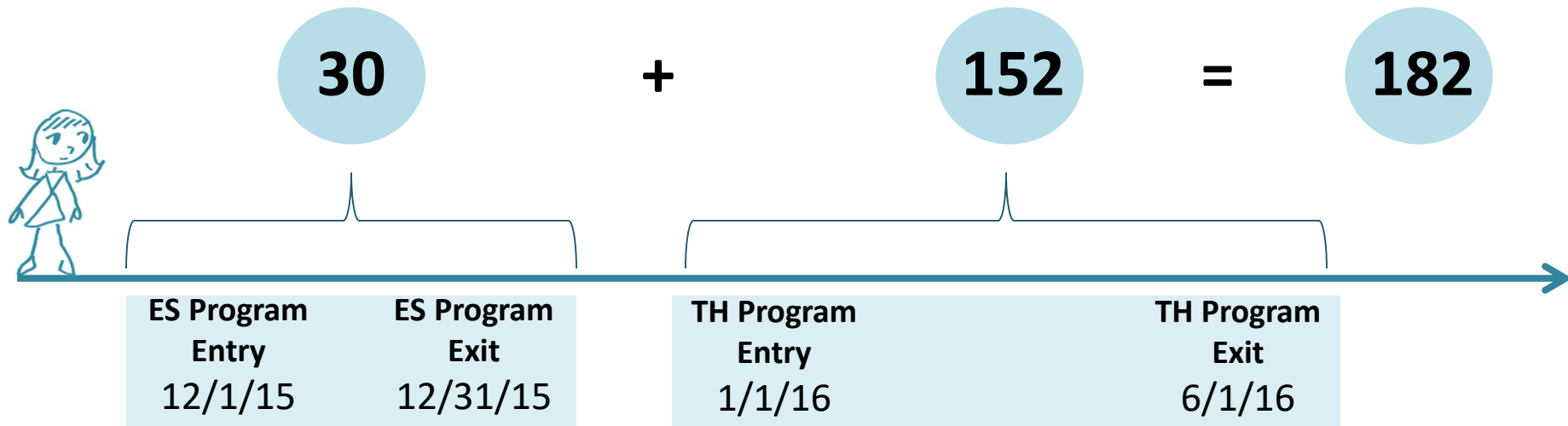
Definition

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

Goal

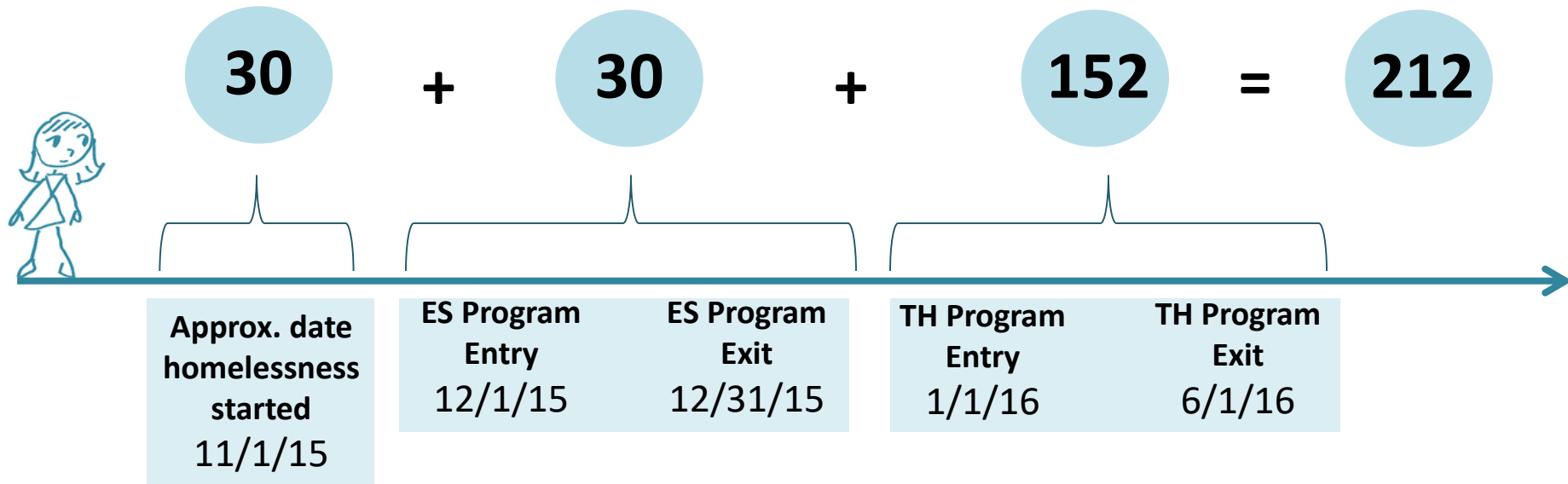
Reduction in the average and median length of time persons remain homeless

Henrietta- Length of time homeless

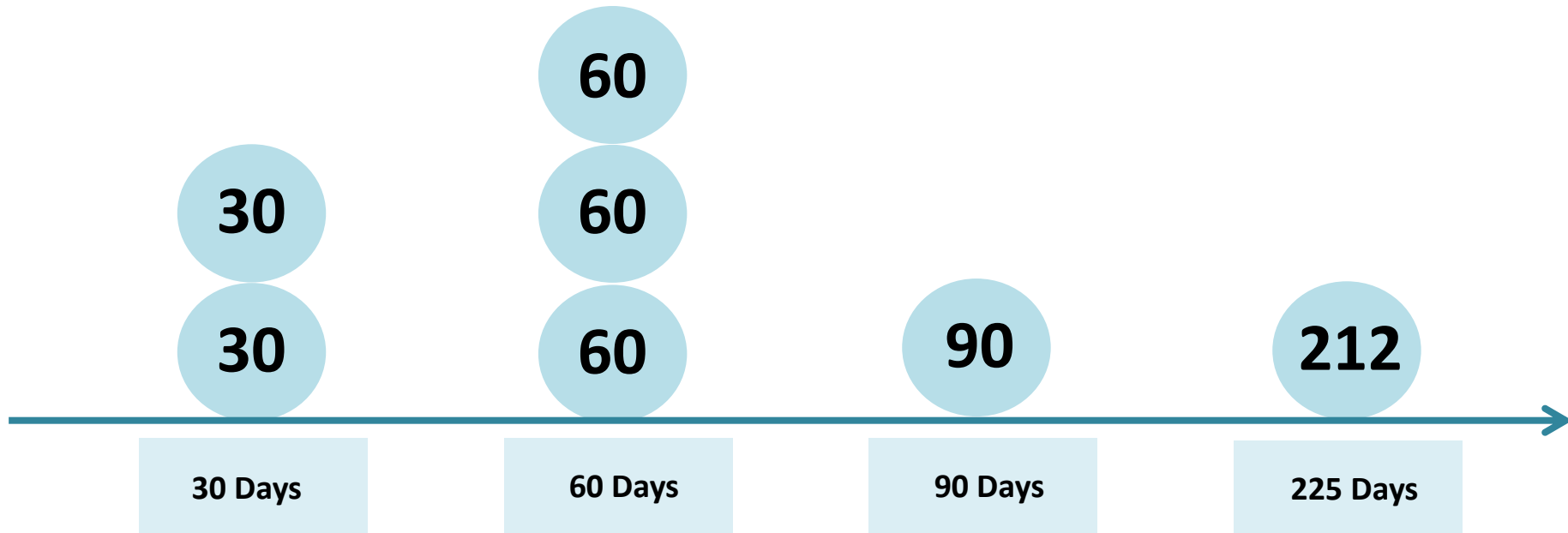


Henrietta- Length of time homeless

New for 2017



Systemwide Length of time homeless



Average:

$$(30+30+60+60+60+90+212)/7 = 77 \text{ days}$$

Median:

7 clients, client number 4 is in the middle = 60 days

Measure 2: Returns to Homelessness

Definition

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

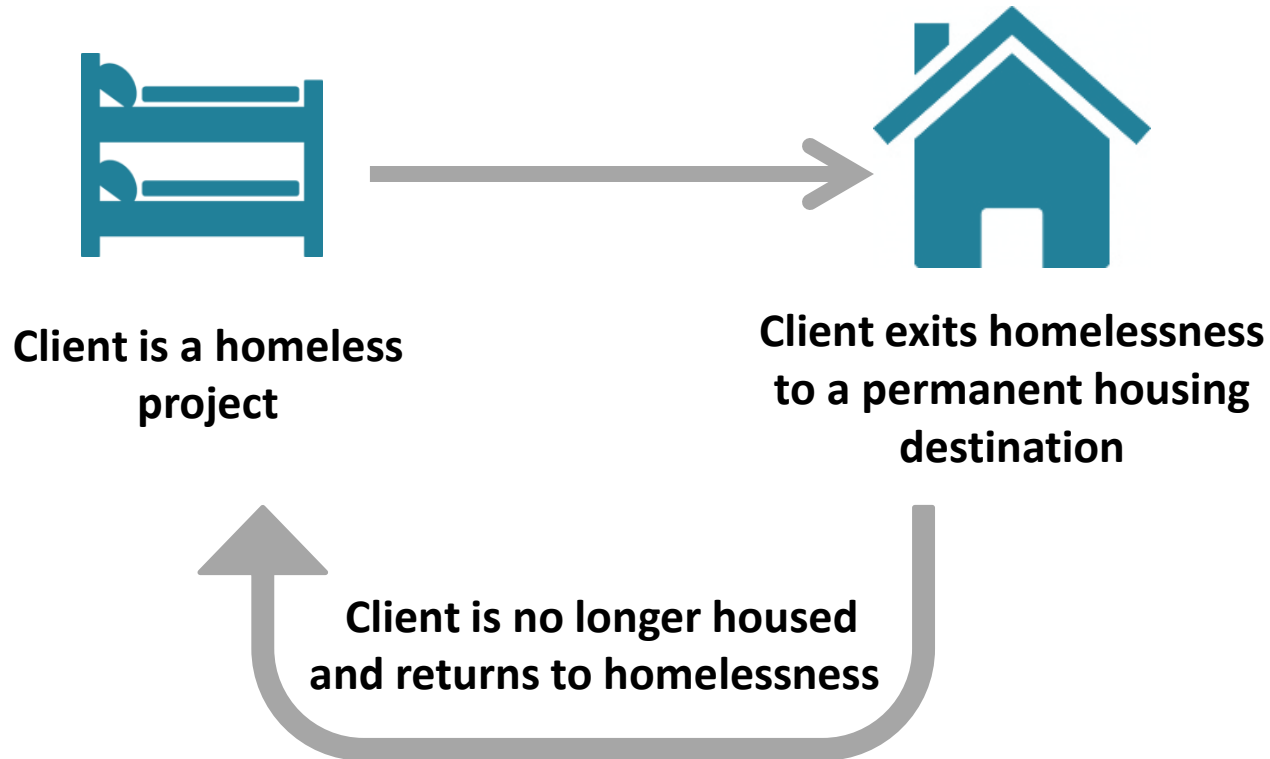
Goal

Reduction in the percent of persons who return to homelessness

What is a return to homelessness?



What is a return to homelessness?



Henrietta- Returns to homelessness



**Emergency
Shelter
Entry
12/1/15**

**Emergency Shelter
Program Exit
To Permanent Housing
12/31/15**

**Emergency
Shelter
Program Entry
3/1/16**

Measure 3: Number of homeless persons

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

PIT night count



Unsheltered

+



Sheltered

HMIS annual data



All clients who entered a
homeless project during
the reporting period

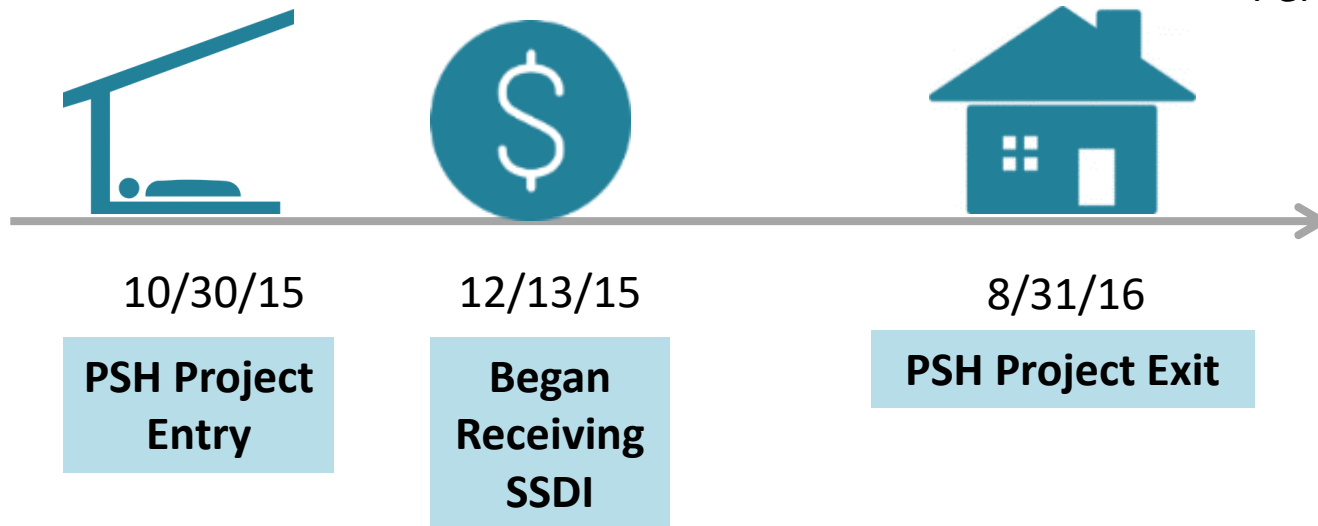
Measure 4: Employment and Income Change

Definition	A change in employment income and/or non-employment cash income during the reporting period for adult clients enrolled in CoC funded projects
Goal	Increase in the percentage of adults who gain or increase income

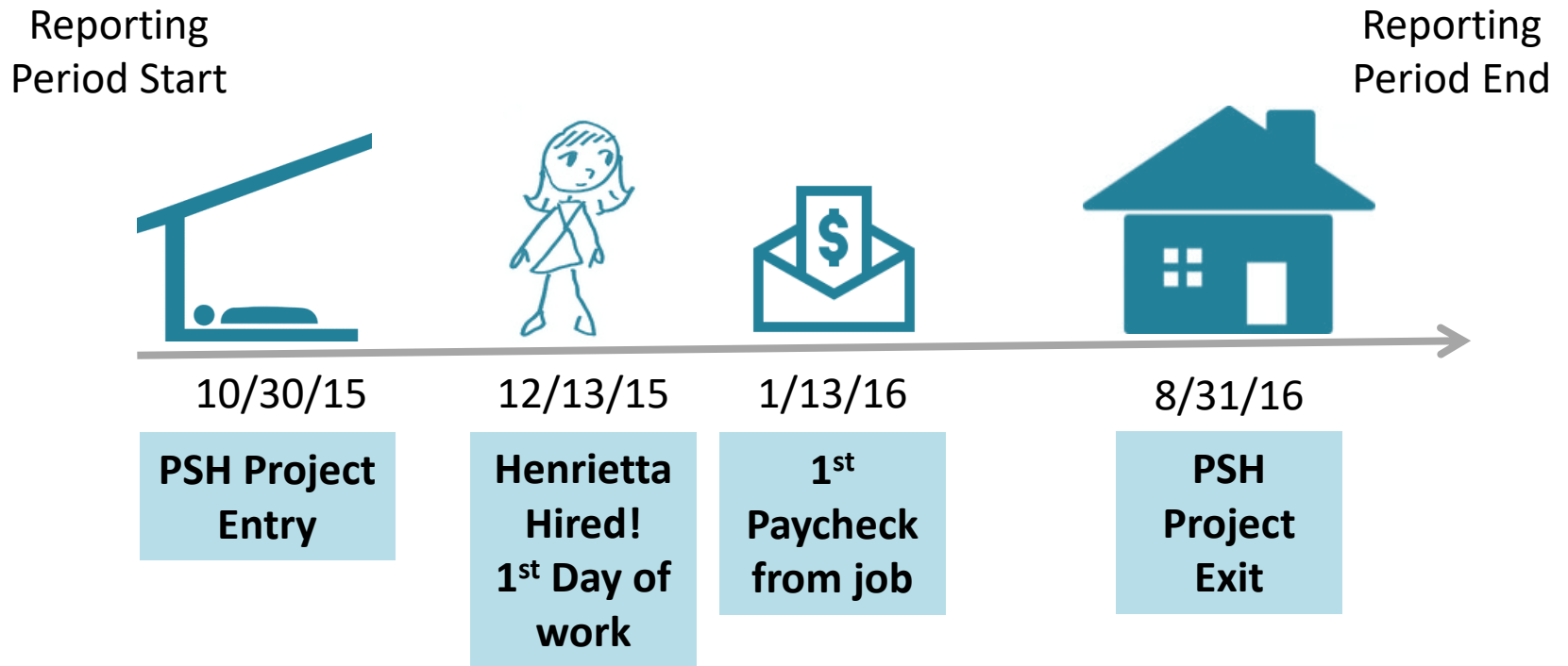
Non-employment cash income increase during reporting period

Reporting
Period Start

Reporting
Period End



Employment income during reporting period



Measure 5: Homeless for the first time

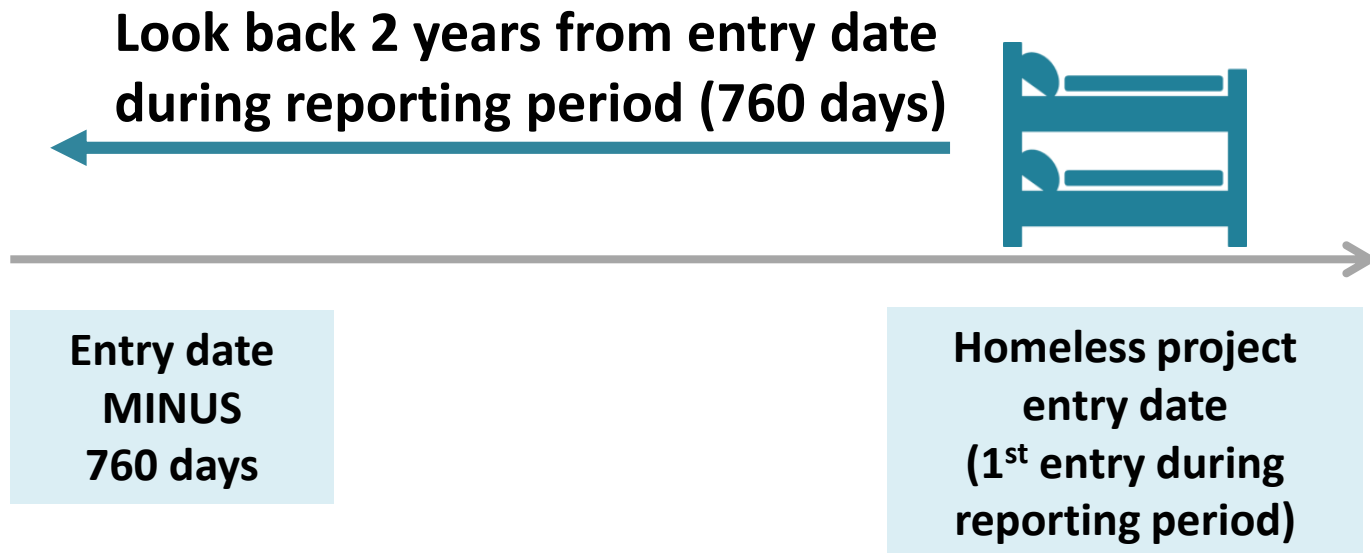
Definition

The number of homeless clients in emergency shelter, safe haven, transitional housing projects with no prior enrollments in HMIS in the past 24 months

Goal

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

Counting Homeless for the first time



Henrietta- Homeless for the first time

Look back 2 years from entry date
during reporting period (760 days)

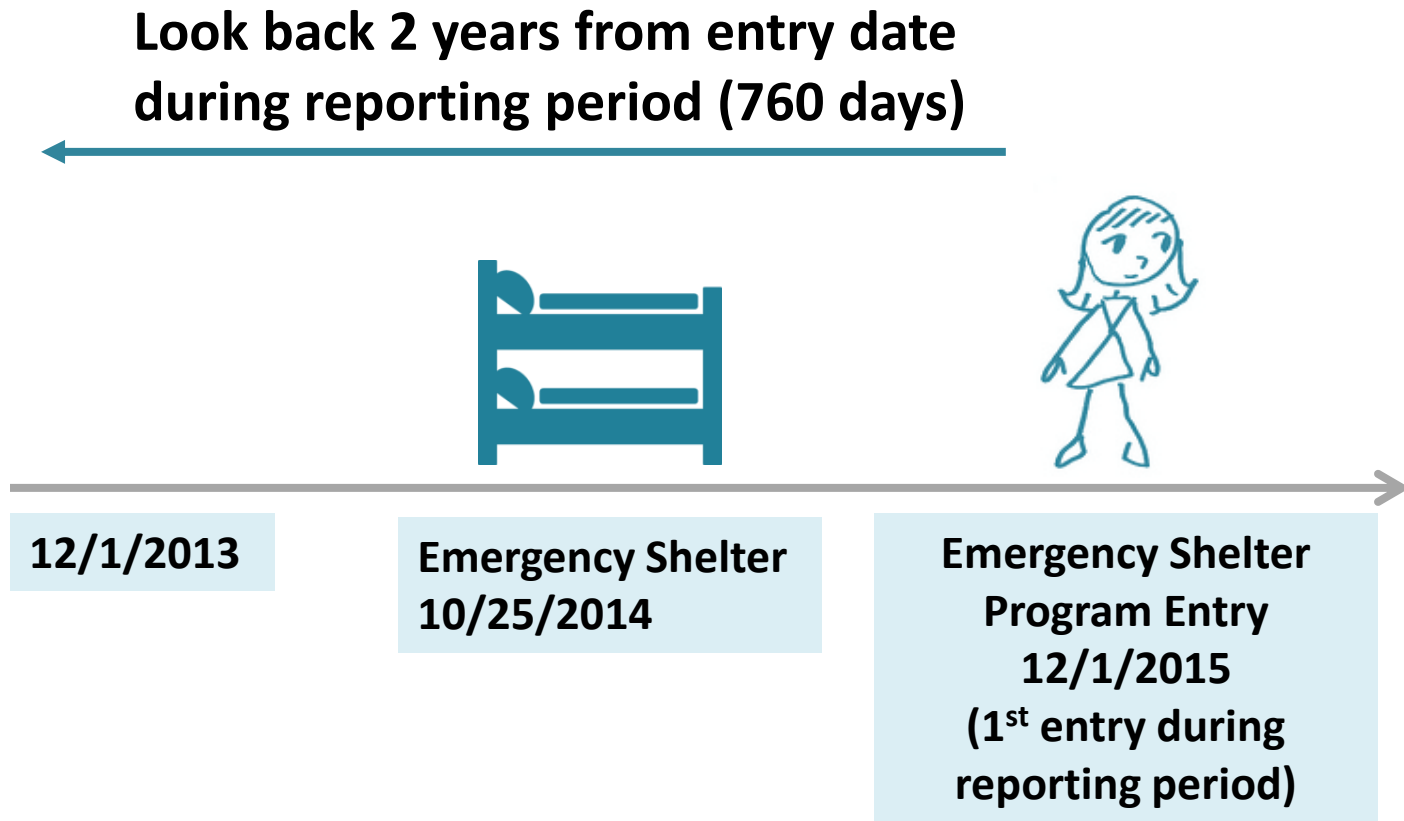


12/1/2013

Emergency Shelter
Program Entry
12/1/2015
(1st entry during
reporting period)

No entries during lookback period—Counted as homeless for the **FIRST** time

Henrietta- Not homeless for the first time



Shelter stay during lookback period—**NOT** counted as homeless for the first time

Measure 7: PH placement and retention

Definition	The number of clients enrolled in CoC-funded 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

Exit Destination- Permanent Housing

10/1/2015

9/30/2016



**PSH Project
Entry**

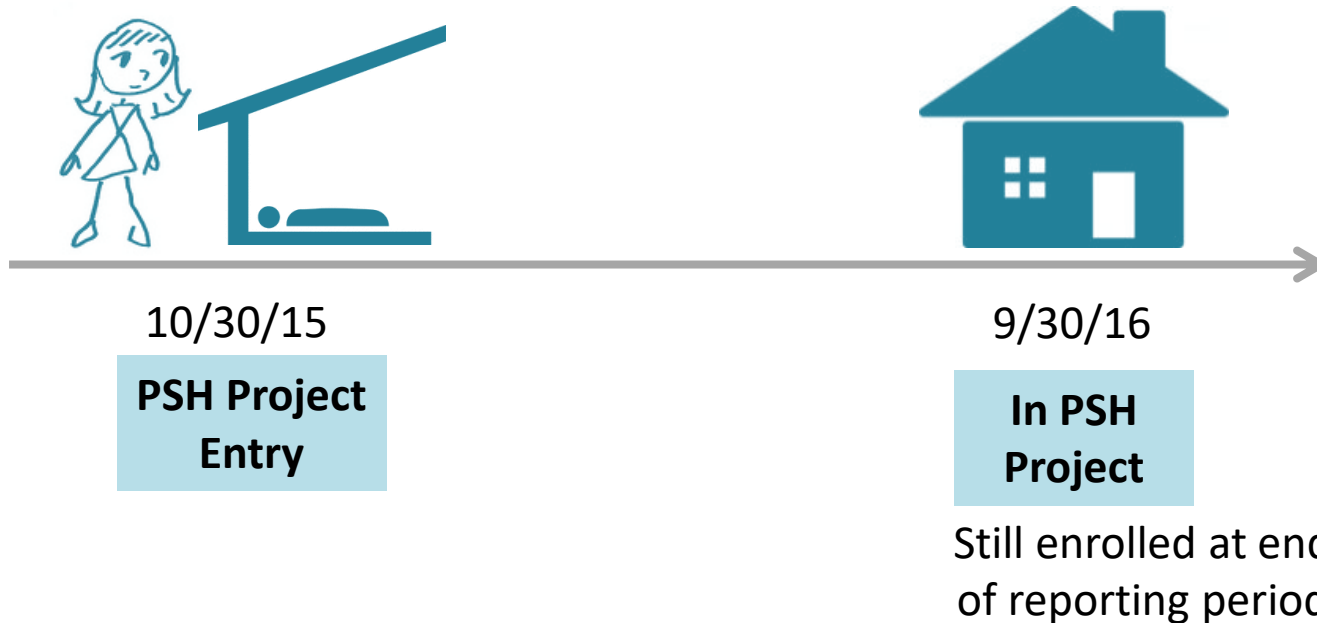
**PSH
Project
Exit**

Destination:
Rental by Client
with subsidy

Exit Destination- Still in PSH (retained)

10/1/2015

9/30/2016



10/30/15

**PSH Project
Entry**

9/30/16

**In PSH
Project**

Still enrolled at end
of reporting period





It's **WORKING!!!**



IMPROVING DESTINATION DQ

What is Destination?

Definition	Where a client will stay just after exiting a project
Collection Point	At project exit
Subject	All clients
Special Notes	Call us before selecting “Other” —we can help!

Sometimes we don't know where clients went...



4/14/17

Client Presents

Henrietta comes to agency get info about services

4/30/17

Project Entry

1st night Henrietta is in a ES/TH/PSH bed

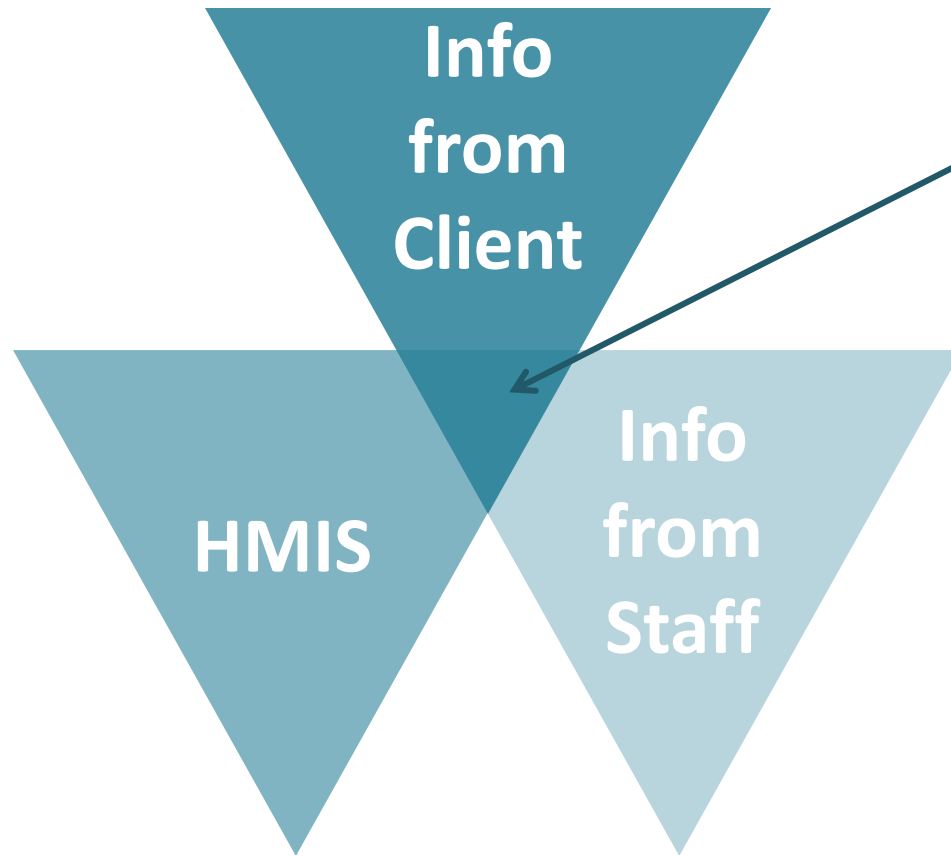
Staff verify client was in bed 4/30/17-5/23/17

5/24/17

Project Exit

Henrietta leaves
No destination info is provided

HUD encourages us to get more info



Use all of this information to better understand where the client went after leaving your project

Using HMIS data

In the previous slide, HMIS is recommended as a source for information. There are limits here:

- Only immediate entries (i.e. next day) can be used as an appropriate exit destination information
- We cannot use any subsequent enrollment as an exit destination

Please only enter accurate information

When to select “No exit interview completed”

- If sources are not available—client did not provide info, staff do not have info, and there is no HMIS data

Do not enter inaccurate information into HMIS

- Missing data is always better than inaccurate data

Tips for improving Destination DQ

What can we do to improve DQ so that we're not leaving it blank or selecting "no exit interview completed"?

- Review internal workflow
- Client engagement
- If in PH, assess housing stability regularly

We want to hear from you!

- What else have you done to address this issue?

CHRONIC HOMELESSNESS IN HMIS

HUD knows this is complicated

The HMIS data elements keep changing

- Questions based on project type and client response

HUD is providing additional resources to help understand CH in HMIS

- [3 series of webinars that explain how HMIS can be used to ID clients experiencing CH](#)
- [Flowchart](#)
- [Documentation standards checklist](#)

Defining Chronic Homelessness

The Basics



Qualifying
Disability



Currently in
ES/SH/Streets*



Homeless 12
consecutive months
OR
4+ occasions
totaling 12 months
over 3 years



**Chronic
Homelessness**

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

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