

NC HMIS

Orange User's Meeting

August 2017

The Data Center at NCCEH



North Carolina Coalition to End Homelessness

securing resources • encouraging public dialogue • advocating for public policy change

919.755.4393

• www.ncceh.org

Today's Agenda

1. Welcome + Introductions
2. Staff Update
3. Improving the way we collect and enter disability data
4. New guidance on adding a newborn to an entry
5. Request forms- license, training and reports
6. Privacy and security reminder
7. Q&A

We've been busy learning how to better support you

3 day QlikSense training

Led by Mediuware staff

Immersed in new reporting tool

Built custom reports

2017 National Alliance to End Homelessness Conference

Reinforced the importance of data in the goal to end homelessness in the US

Learned how SPMs and other HMIS data are being integrated in CoC work

Connected with HUD staff, TA and other colleagues to discuss HMIS issues

Mediuware Customer Conference (Formerly Collaborate)

Review and get updates on ServicePoint 6

Attend advanced sessions on QlikSense

Learn about other tools that may be available through Mediuware

Face-to-face customer support (we have a few questions that only the vendor can answer)

Collecting + Entering Disability Data

Improving NC HMIS Data Entry

We have to get disability data right in HMIS!

Learn about the people in our system

What does our homeless population look like?

What types of disabilities do they have?

Helps identify chronically homeless clients

Improve our system to better serve clients

Connect eligible clients to disability benefits

What types of programs and/or services do they need?

Are these programs/services available in our community?

Report out about our system

Federal, State, Local, Agency



What is a disabling condition?

1. A physical, mental, emotional impairment, including an impairment caused by alcohol or drug abuse, PTSD, brain injury or chronic health issue that:



Is expected to be of long and indefinite duration, and



Substantially limits the client's ability to live on their own

2. A developmental disability

3. AIDS or HIV

This is important!

Disabling Condition has 3 criteria

HUD: If a client meets at least 1 of the 3 criteria, then YES, the client has a disabling condition

What does HUD want to know about disability?

1. Does the client have a disabling condition?
2. What type of disabling condition does the client have?
 - a. Is the condition expected to be of long-continued and indefinite duration?
 - b. Does the condition substantially impair the client's ability to live independently?
 - c. Is documentation of the disability and severity on file?
 - d. Is the client currently receiving services/treatment for this disability

What is documentation+ what counts?

Documentation = Evidence of disability

Source	Evidence needed
Licensed professional	Written document to verify disability and certify that the disability is expected to be long-continuing or of indefinite duration and substantially impedes the individual's ability to live independently; Professional must be licensed by state of NC to diagnose and treat the disability
Social Security Administration	Written verification of disability or the receipt of a disability check (SSDI)
VA (or other federal agency)	Receipt of a disability check
HUD	Other approved documentation
Intake staff	Written observation of disability that, no later than 45 days of the application for assistance is confirmed and accompanied by evidence (as listed above)

Note - Only require documentation for disability if your funding source requires it.

Before we go further, let's check in

Do you have any questions?

Review Questions

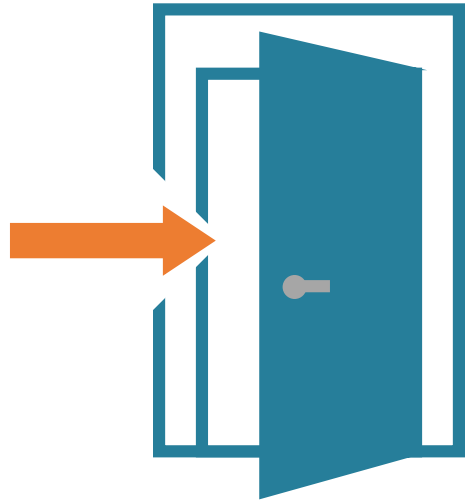
Why is HMIS disability data important?

Can you define disabling condition?

How many criteria does a client need to meet to be identified as having a disabling condition?

Disability Data in NC HMIS

Disability data is entered in 3 places



Project Entry

**Interim
Update
Annual Assessment**



Project Exit

Disability questions in HMIS- 2 parts

Part 1-

A general question

Does the client have a
disabling condition?

-Select-



Part 2-

The disability subassessment

Disabilities		HUD Verification 	
Disability Type *	Disability determination *	Start Date *	End Date
<input type="button" value="Add"/>			

Part 1 is called the Gateway Question

Does the client have a disabling condition?

-Select-



G

Responses:

Yes

No

Client doesn't know

Client refused

Data not collected

The subassessment collects detailed disability data

Disabilities	
Disability Type *	<input type="text" value="-Select-"/> ▼ G
Disability determination *	<input type="text" value="-Select-"/> ▼ G
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	<input type="text" value="-Select-"/> ▼ G
If Yes, Documentation of the disability and severity on file	<input type="text" value="-Select-"/> ▼ G
(If yes) Currently receiving services or treatment?	<input type="text" value="-Select-"/> ▼ G

This is where things get a bit weird...



Remember our criteria for disabling condition?

In order to collect the most accurate data for Part 1

Does the client have a disabling condition?

-Select-

We need to ask the criteria questions in Part 2

	Disability Type *	-Select-	G
	Disability determination *	-Select-	G
	If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	-Select-	G

When to answer “Yes”

Only answer yes here if:



Does the client have a disabling condition?

The client’s disability type fits within HUD’s disabling condition definition



Disability Type *	
Disability determination *	
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	

 G G G

The client answers yes here (unless disability type is Developmental or HIV/AIDS)



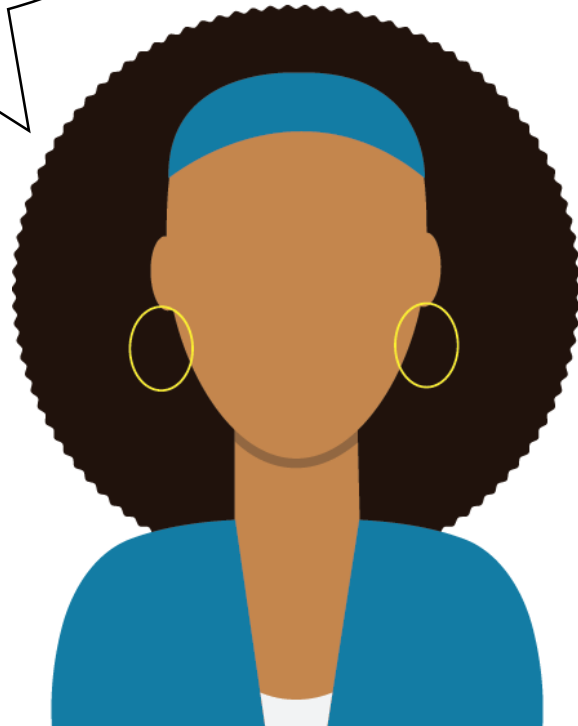
Working with Clients

Collecting disability data in 4 steps!

- 1 Discuss disability definition with the client (3 criteria)
- 2 Work with the client to determine if they meet disability criteria
- 3 Ask if the disability has been documented or can be verified
- 4 Ask the client if they are currently receiving services or treatment for the disability

Prep for sensitive questions

I would like to ask you a few questions about disabling conditions. Is that ok?



Yes.



Defining disabling condition

A disabling condition is an impairment, brain injury, or chronic health condition that is expected to last indefinitely and substantially limit a person's ability to live on their own.



Explaining disability type



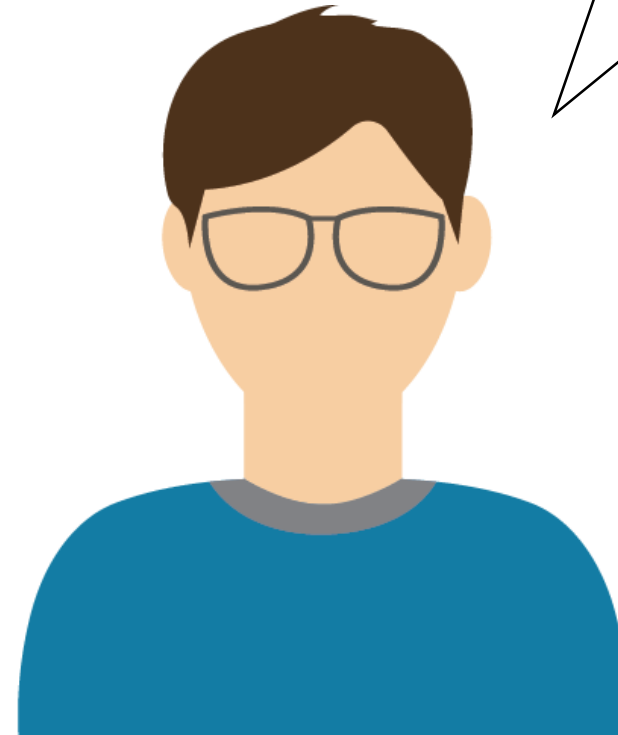
When it comes to disabling conditions, we view them in these categories: Physical, Chronic Health Condition, HIV/AIDS, Developmental, Alcohol Abuse, Drug Abuse, Both Alcohol and Drug Abuse, and Mental Health Problem.

Gather information about disability type

Do you have any conditions that fit into any of the disability categories I listed?



Yes- I have a Mental Health Problem

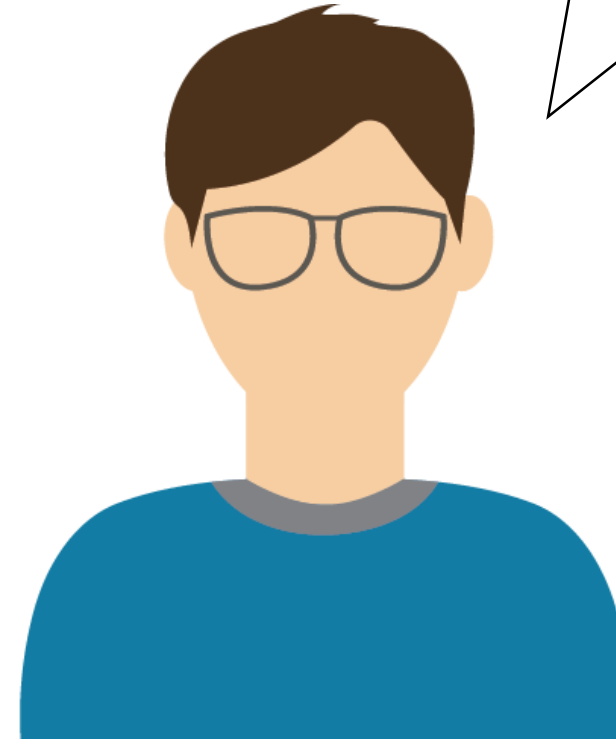


Ask related criteria questions

Thank you for sharing that with me. Is your Mental Health Problem expected to be of long and indefinite duration and does it impair your ability to live independently?



Yes, it is indefinite and impairs my ability to live independently.

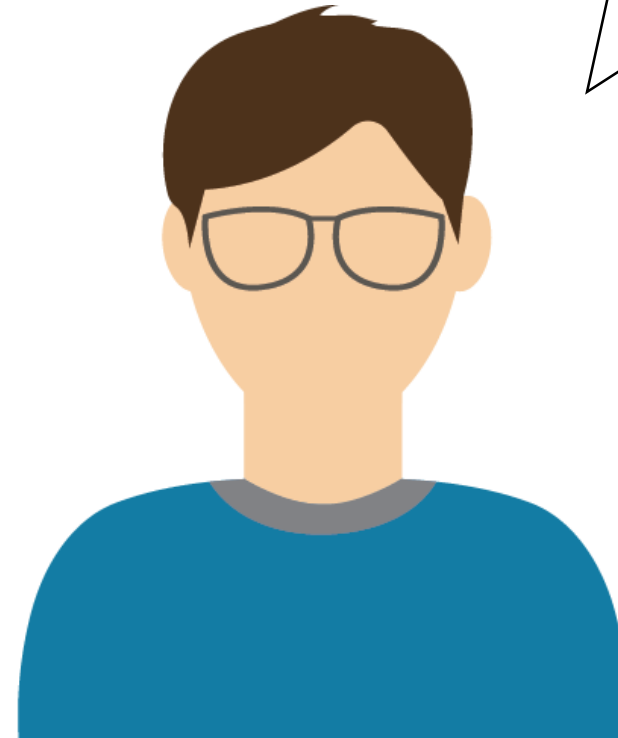


Request documentation of disability

Has someone like a doctor or other professional verified that you have this disability? If so, is there a document you can share for our records?



No, it has not been documented.

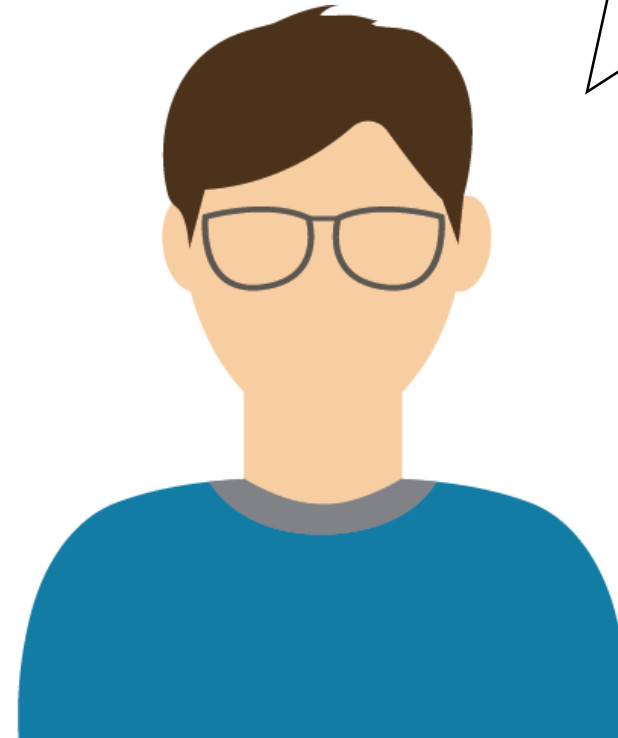


Ask about treatment or services

Are you currently receiving treatment or services for your Mental Health Issue?



No, but I want to.



What did we learn from the client?

Question	Response
Disability Type	Mental Health Problem
Expected to be of long duration and indefinite and substantially impair ability to live independently?	YES
Does the client have a disabling condition ?	YES (based on the responses above)
Documentation of disability and severity on file?	NO (separate from disability determination)
Currently receiving services of treatment?	NO

HMIS Disability Data Entry

Based on scenario from previous section

Indicate client has a disability in HMIS

Health and Disability Information:

Does the client have a disabling condition?

-Select- ▼ G

-Select-

Yes (HUD)

No (HUD)

Client doesn't know (HUD)

Client refused (HUD)

Data not collected (HUD)

Select type of disability in HMIS

1



Disabilities HUD Verification

Disability Type *	Disability determination *	Start Date *	End Date
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Add

2



Disabilities

Disability Type *
<div style="border: 1px solid blue; padding: 5px;"><p>-Select- G</p><p>-Select-</p><p>Physical (HUD)</p><p>Chronic Health Condition (HUD)</p><p>HIV/AIDS (HUD)</p><p>Developmental (HUD)</p><p>Alcohol Abuse (HUD)</p><p>Drug Abuse (HUD)</p><p>Both Alcohol and Drug Abuse (HUD)</p><p style="background-color: #007bff; color: white;">Mental Health Problem (HUD)</p></div>

Enter Start Date = Date information collected

Start Date * 08 / 18 / 2017    G

If we collected the info today, we should set the start date to today's date

Enter disability determination in HMIS

Disabilities

Disability determination *

-Select- ▼

-Select-

Yes (HUD)

No (HUD)

Client doesn't know (HUD)

Client refused (HUD)

Data not collected (HUD)

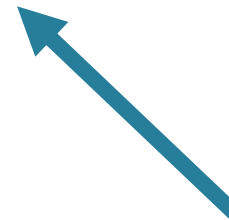
If the client has this disability type, set this to "Yes"

The answer here should match response to the gateway question

Save the disability data in HMIS

Save

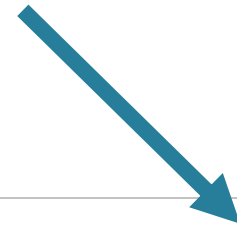
Save and Add Another




Click this button if client has more than one disability

HUD Verification



HUD verification matters



Disabilities HUD Verification 


Disability Type *	Disability determination *	Start Date *	End Date
<input type="button" value="Add"/>			

HUD Verification Alerters- green is good

Alerter	HUD Verification Status
HUD Verification 	Incomplete
HUD Verification 	Complete

Complete HUD Verification (determination=yes)

We were able to determine that our client had a disabling mental health problem

Disability Type	Disability determination					
	Yes (HUD)	No (HUD)	Client doesn't know (HUD)	Client refused (HUD)	Data not collected (HUD)	Incomplete
Physical (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chronic Health Condition (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HIV/AIDS (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developmental (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol Abuse (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug Abuse (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Both Alcohol and Drug Abuse (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Mental Health Problem (HUD)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>




Disability Data quality

Two of the most common errors

Potential disability data entry errors- Missing

Selecting “Yes” to indicate a client has a disability but no disabilities are entered

Does the client have a disabling condition? Yes (HUD) G ←

Disabilities HUD Verification 


Disability Type *	Disability determination *	Start Date *	End Date
No matches.			



????????????

Potential disability data entry errors- Conflict

Selecting “No” to indicate that a client does not have a disability but adding a disability type in the subassessment

Does the client have a disabling condition? No (HUD) G ←

Disabilities HUD Verification 

	Disability Type *	Disability determination *	Start Date *	End Date
 	Alcohol Abuse (HUD)	Yes (HUD)	07/06/2017	

Showing 1-1 of 1

Locate these errors using the 0640 report

The 0640 HUD Data Quality Framework is located in ART

Q3. Universal Data Elements		
Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	0	0.00%
Project Entry Date (3.10)	1	0.23%
Relationship to Head of Household (3.15)	7	1.62%
Client Location (3.16)	2	0.65%
Disabling Condition (3.8)	8	1.86%
Destination (3.12)	88	36.67%

Missing and inconsistent data will be aggregated here. Another tab will detail who these clients are

Adding a new baby to an entry

New guidance on entering newborns

Old Guidance	NEW Guidance
<p>Baby's joined household date and entry date should be set to the baby's date of birth.</p> <p>This is now flagged in reports</p>	<p>Baby's joined household date and entry date should be set to the 1st night the baby stays in the program bed/unit.</p>

Baby entry date= 1st night a program bed/unit



Event	Date
Date of Birth	08/03/2017
1 st night in program bed/unit	08/04/2017
Joined household date	08/04/2017
HMIS program entry date	08/04/2017

Data Center Request Forms

How to Request Changes to HMIS Licenses

- Go to ncceh.org/hmis



NC HMIS at NCCEH

The NCCEH Data Center supports Continuums of Care (Balance of State, Wake, Durham, and Orange) in efforts to collect, manage, and use critical population and service information about homelessness in these communities. Each Continuum of Care (CoC) is required by the US Department of Housing and Urban Development (HUD) to collect and report out on defined data elements regarding persons served through local homeless service systems and programs. This data is entered into a Homeless Management Information System (HMIS). In North Carolina, the system is ServicePoint, created by Bowman Systems, Inc. and administered by the Michigan Coalition Against Homelessness (MCAH). The NCCEH Data Center provides the Local System Administrator support along with other data-related services for 82 counties across the state.

[Contact the NCCEH Data Center Help Desk](#)

Data Center Request Forms

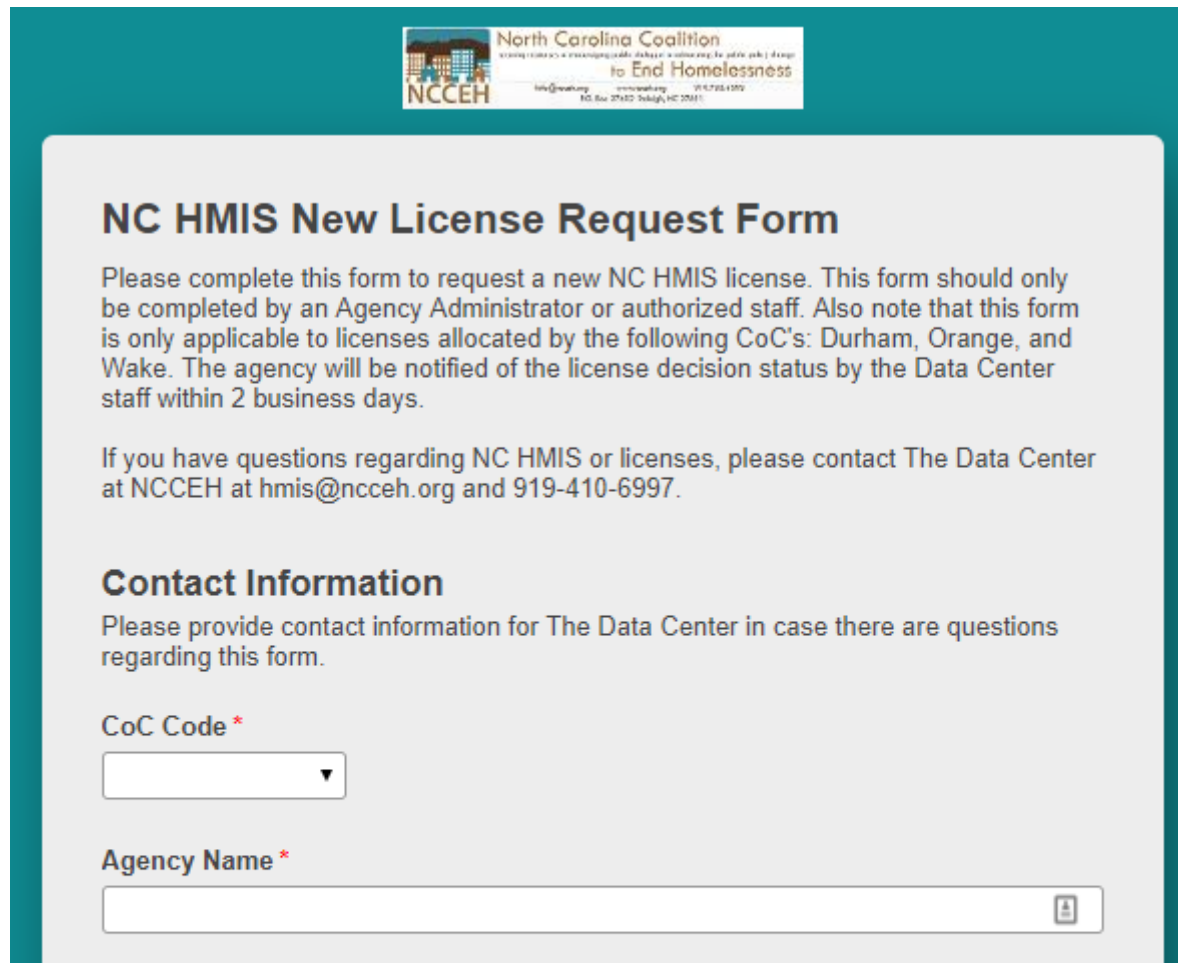
- Scroll down to for a new license or an inactivation

NC HMIS Resources

Data Center Request Form	View
Data Center Balance of State CoC HMIS License Request Form	Form
Data Center Triangle CoCs HMIS License Request Form	Form
Data Center All CoCs HMIS License Inactivation Request Form	Form
Data Center Report Request Form	Form
Data Center Training Request Form	Form
Guides, Instructions, and Presentations	View
How to Run the New CoC-APR Report for Sage	view guide
Guide to 2016 ESG CAPER Report	view guide
Quick Guide to Recommended ART Reports (09.01.2016)	view guide
Changes to UDEs Webinar recorded 9.30.2016 for Oct 1st, 2016 HUD Data Standards Updates	view recording
Scheduling 0252 Data Completeness Report Card in ART (07.18.2016)	view ...

Triangle License Request Form

- Tell us exactly who needs a new HMIS license:



The image shows a screenshot of a web form titled "NC HMIS New License Request Form". At the top, there is a logo for the North Carolina Coalition to End Homelessness (NCCEH) with contact information: "info@ncceh.org", "919.705.4392", and "800.544.7642 Triangle, NC 27617". The form text reads: "Please complete this form to request a new NC HMIS license. This form should only be completed by an Agency Administrator or authorized staff. Also note that this form is only applicable to licenses allocated by the following CoC's: Durham, Orange, and Wake. The agency will be notified of the license decision status by the Data Center staff within 2 business days." Below this, it says: "If you have questions regarding NC HMIS or licenses, please contact The Data Center at NCCEH at hmis@ncceh.org and 919-410-6997." The "Contact Information" section asks for contact details for The Data Center. It includes a dropdown menu for "CoC Code *" and a text input field for "Agency Name *" with a small icon on the right side.

NC HMIS New License Request Form

Please complete this form to request a new NC HMIS license. This form should only be completed by an Agency Administrator or authorized staff. Also note that this form is only applicable to licenses allocated by the following CoC's: Durham, Orange, and Wake. The agency will be notified of the license decision status by the Data Center staff within 2 business days.

If you have questions regarding NC HMIS or licenses, please contact The Data Center at NCCEH at hmis@ncceh.org and 919-410-6997.

Contact Information

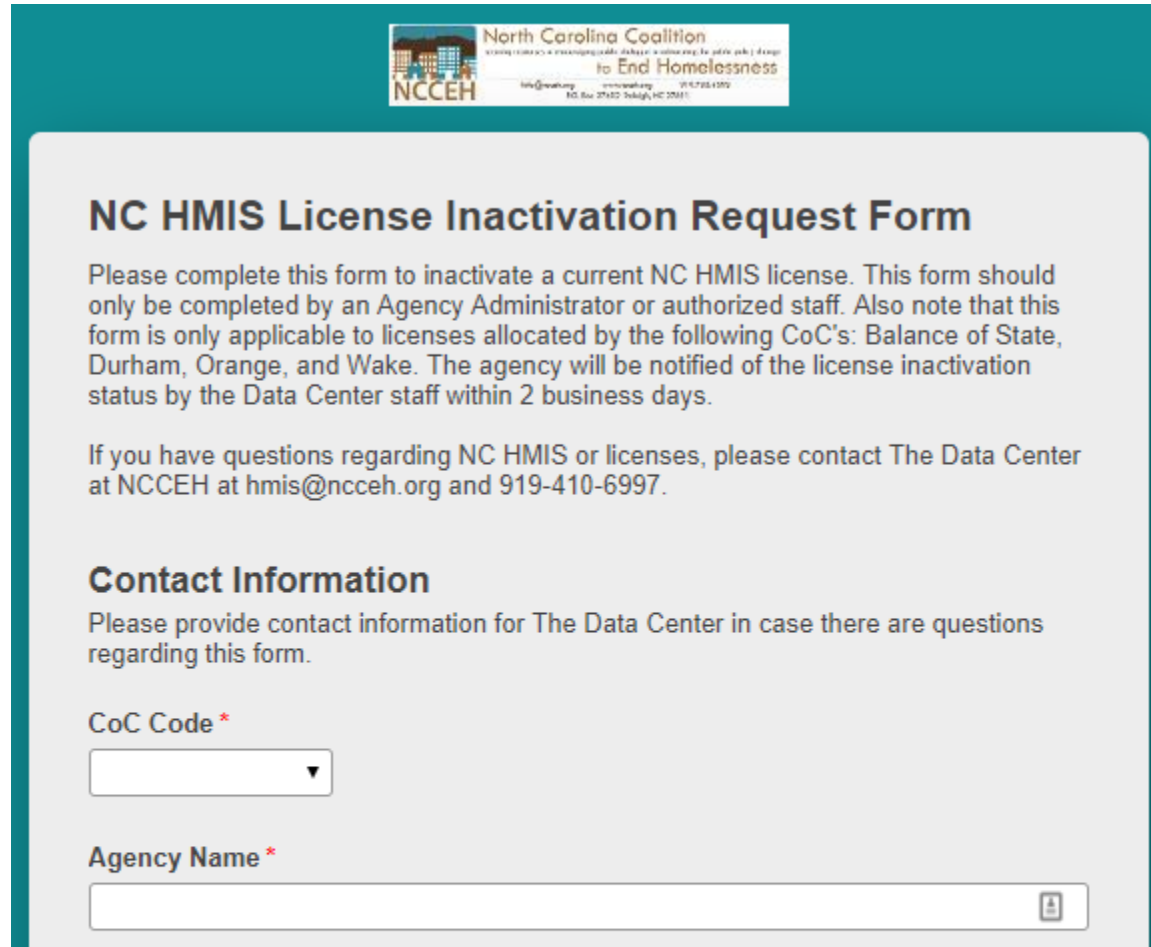
Please provide contact information for The Data Center in case there are questions regarding this form.

CoC Code *

Agency Name *

License Inactivation Form

- Tell us exactly whose license we need to inactivate:



The image shows a screenshot of a web form titled "NC HMIS License Inactivation Request Form". At the top, there is a logo for the North Carolina Coalition to End Homelessness (NCCEH) with the tagline "Building Resilient Communities & Promoting Growth Through a Collaborative Approach to End Homelessness". Below the logo, the form title is displayed in bold. The main text explains that the form is for inactivating a current NC HMIS license and is only applicable to licenses in specific CoCs. It also provides contact information for The Data Center. The form includes a "Contact Information" section with a dropdown menu for "CoC Code" and a text input field for "Agency Name".

North Carolina Coalition to End Homelessness
NCCEH
Building Resilient Communities & Promoting Growth Through a Collaborative Approach to End Homelessness
info@ncceh.org | www.ncceh.org | 919.728.1100
105.5th Street, Raleigh, NC 27601

NC HMIS License Inactivation Request Form

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Contact Information

Please provide contact information for The Data Center in case there are questions regarding this form.

CoC Code *

Agency Name *

Reminder- 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

Questions?

ncceh.org/hmis

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

919.410.6997 or hmis@ncceh.org

helpdesk for local support



North Carolina Coalition to End Homelessness

securing resources

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