North Carolina Coalition
securing resources ▪ encouraging public dialogue ▪ advocating for public policy change
to End Homelessness

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Orange County HMIS Users Meeting
Monday, September 18, 2017 2:30-3:30 pm
Southern Human Services Center, Room D, Chapel Hill

Present: Andrea Carey, Nicole Purdy, Corey Root, Debra Vestal, Rex Mercer, Sean O'Hare, Molly Rowe, Bernestine Austin, Megan Raymond, and Kat Weiss.

Agenda:

- Welcome & Introductions
- Preventing Duplicate Clients
    - Duplicate profiles of clients not only cause red flags in reports, but they can prevent our state, CoC, or agency from seeing the whole journey of the client through homeless services
    - Prevent duplicate clients by searching ClientPoint before creating a new profile
        - Search by Name, Alias and SSN for matches
        - If HMIS users find a duplicate client, call the Data Center so we can merge them
- Improving Entry/Exit DQ
    - Entry dates are determined by the start date for a client's participation
        - Residential projects like Emergency Shelter (ES), Transitional Housing(TH), and Permanent Supportive Housing (PSH) use when a client slept in the bed
        - Rapid Re-Housing (RRH) requires services like Housing Searches before permanent housing, so the entry begins when services start
        - PSH will use the RRH workflow starting Oct 1, 2017, allowing a start or entry date before permanent housing is located
    - Exit dates are determined by the end date for a client's participation
        - Residential projects like ES/TH/PSH exit clients after the last verified night in the project bed
        - RRH projects exit clients for the last day of services, including financial support like rental assistance
    - Entry and Exit Dates will become Start and End Dates on Oct 1, 2017 when HMIS Data Standards update (more details to follow this meeting)

- Report for Monitoring DQ
  - ART and Dashboard reports make monitoring data quality a lot easier, especially:
    - 0212 Duplicate Clients; 0254 Shelter – History, Overlap and Return; 0640 HUD Data Quality; MCAH's Annual Review Audit Report; MCAH's ROI Audit Report (and Client Detail report); Dashboard CoC-APR; Dashboard ESG-CAPER
    - ART reports require an ART license
      - ART is expected to be the main reporting tool through the end of 2017
      - QlikSense may be released as soon as Oct 2017, and as late as 2018
    - All HMIS users can run the Dashboard reports
      - Follow the Data Center Guides here!
- Privacy and Security
  - Discussion about what's unclear, what have users learned, and what would be the most helpful support for the CoC
    - Corey brought up data sharing with Durham and how to protect client data while coordinating services with more and more agencies
    - Debra and Rex brought up the danger of sending and sharing reports with personally identifying information
    - Megan and Corey noted that it's unclear where to draw the line with information in emails – is it a number and initials, first initial last name, or is full name ever ok? Data Center researching the lowest common denominator from HUD for clarity.
    - Kat brought up a guideline for never putting even ID numbers in the email text that shows up as the subject line or email preview
    - The Data Center will also research if there are tools or apps beyond Excel and Faxes that are secure for personally identifying information used for coordinating services
  - Please send the Data Center your ideas and suggestions for new Privacy and Security trainings.
- Remember that there are resources like Training opportunities on the Data Center calendar.