

Orange HMIS User's Meeting

May 2018

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

Welcome

1. Introductions
2. System Performance Measures (SPM)
3. Troubleshooting
 - ROIs
 - Housing Move-In Dates
 - Annual Assessments
 - Exits
4. HMIS updates
5. What's Next

System Level Performance

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

How do agencies prepare SPMs?



Agency Admins should run and correct the 0640

Data Center staff will also review each system-level report



Data Center will contact agencies with corrections that will need a timely reply



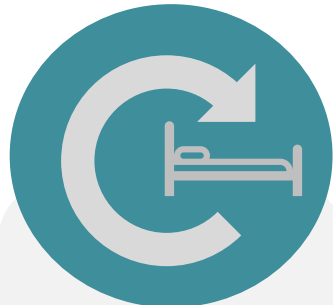
Corrected data sent to CoC for submission

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

[HUD's SPM Video Reviews are a great resources to refresh your memory!](#)



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 data would impact this measure?

What's the difference between Average and Median?



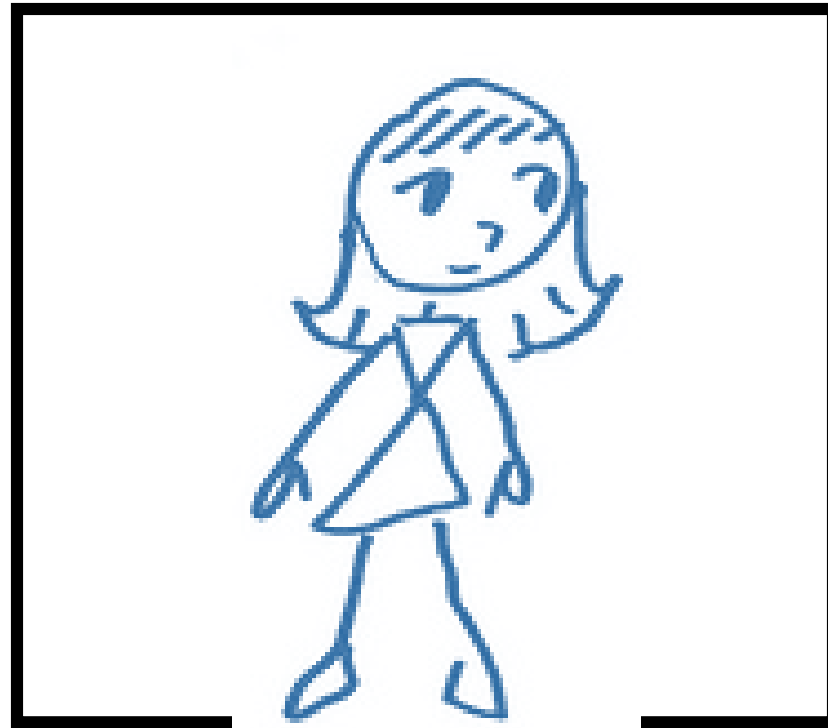
Average = 70 days

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

Median = 60 days

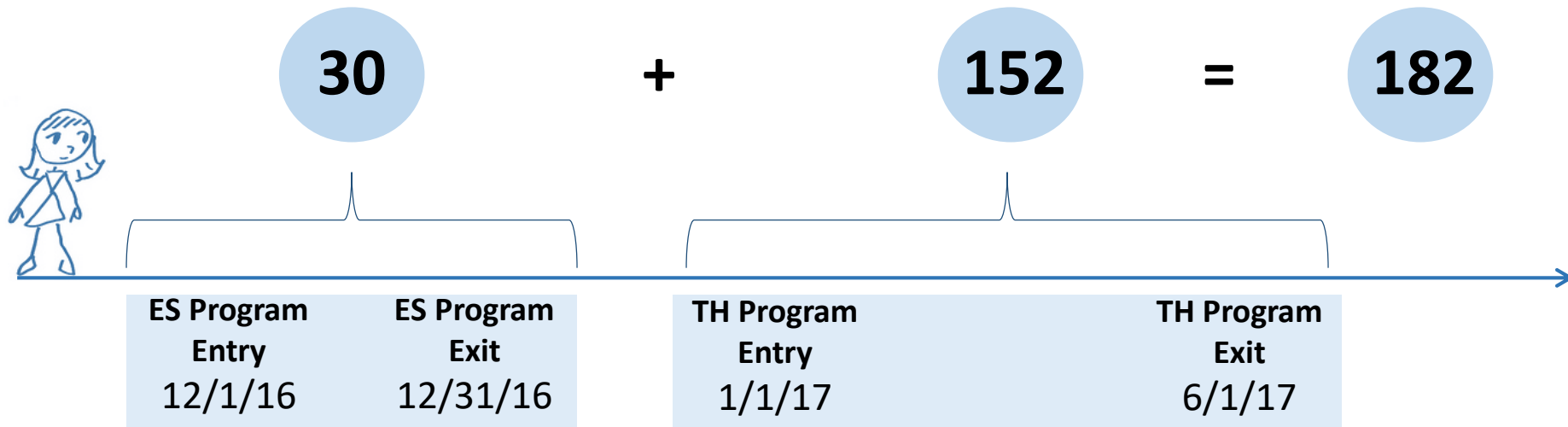
50% of clients stayed less than 60 days and 50% stayed more than 60 days and

Meet Henrietta



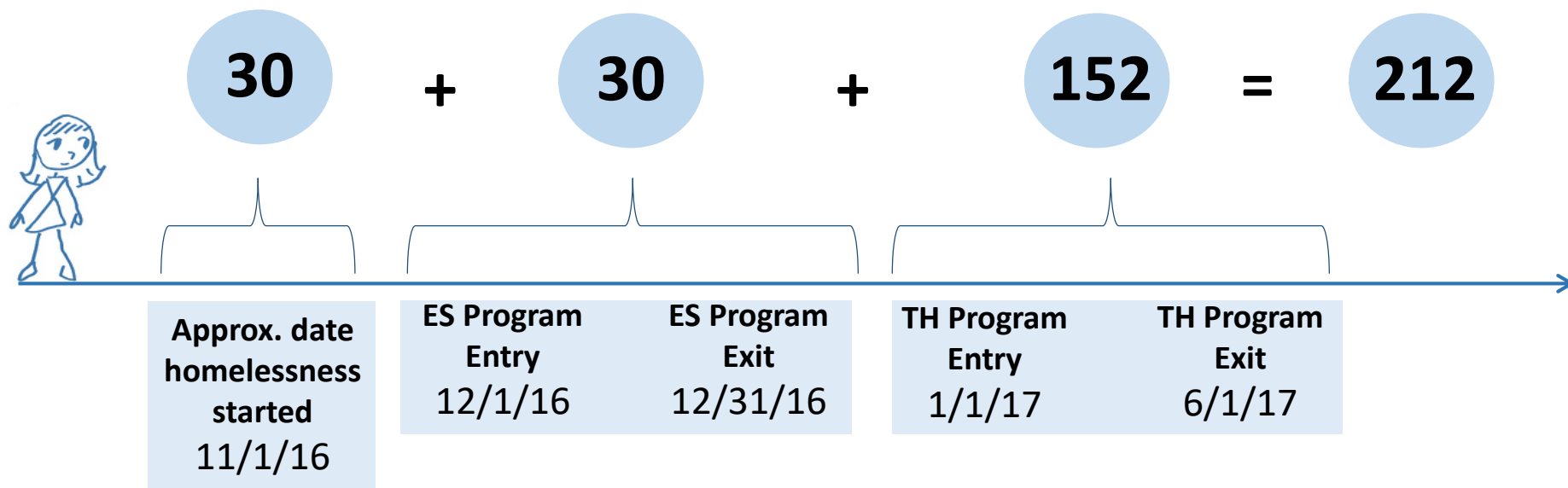


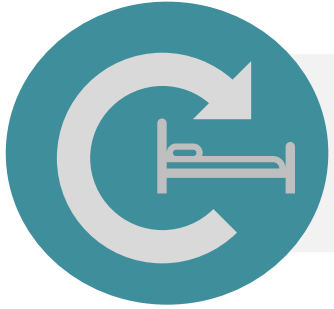
1 Length of Time Homeless





1 Length of Time Homeless





2 Returns to Homelessness

Definition

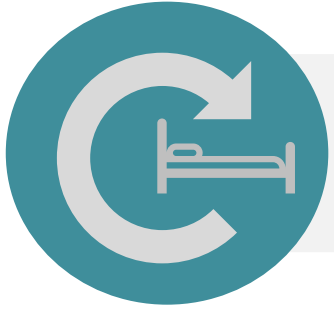
The number of persons who return to street outreach, emergency shelter, transitional housing or permanent housing projects after previously exiting to a permanent housing destination

Goal

Reduction in the percent of persons who return to homelessness

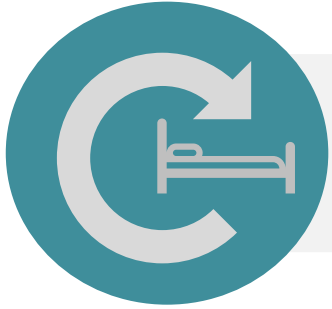


What data would impact this measure?

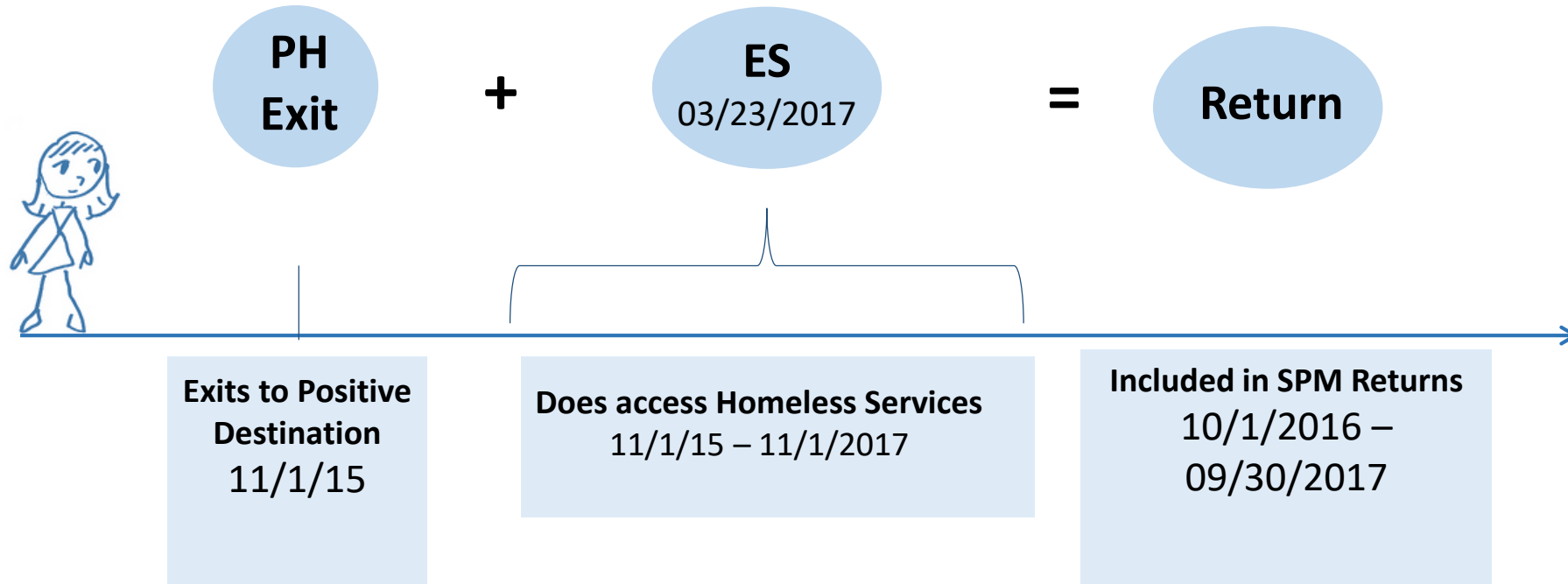


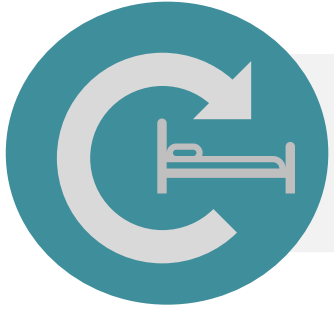
2 Returns to Homelessness



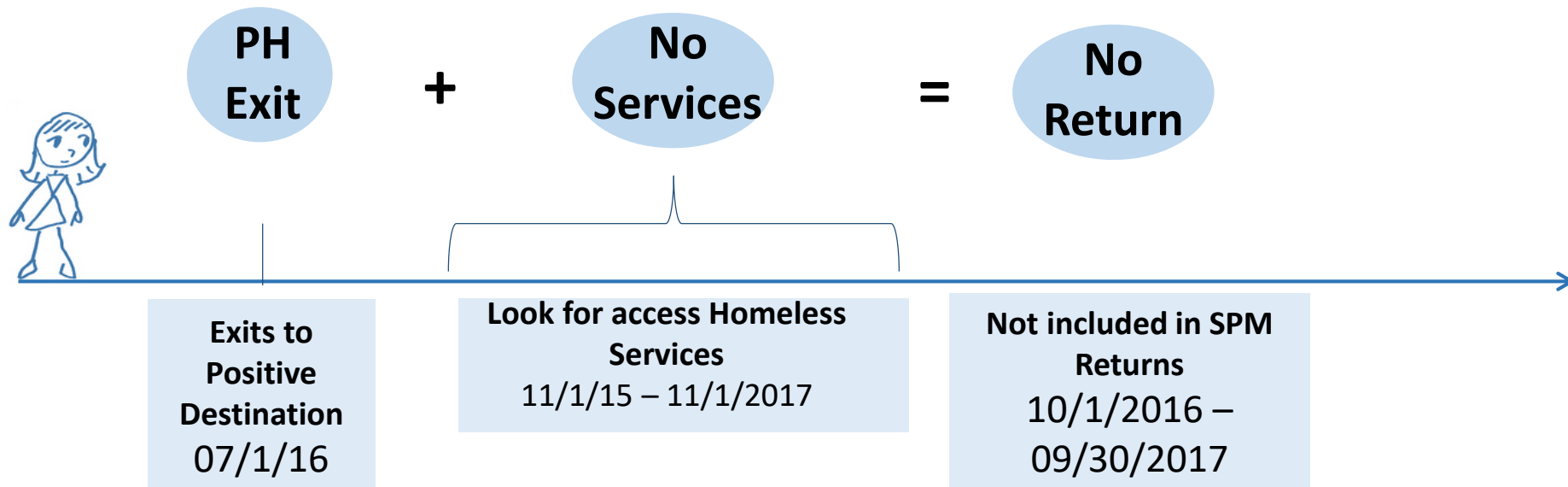


2 Returns to Homelessness





2 Returns to Homelessness





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



What data would impact this measure?



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 Employment and Income Growth

Definition

Percentage change in the number of clients with employment income, non-employment, and total income for CoC funded projects

Divided into two groups: stayers with at least one Annual Assessment and leavers exiting during the reporting period

Goal

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



What data would impact this measure?



5 First Time Homeless

Definition

- (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

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



What data would impact this measure?



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

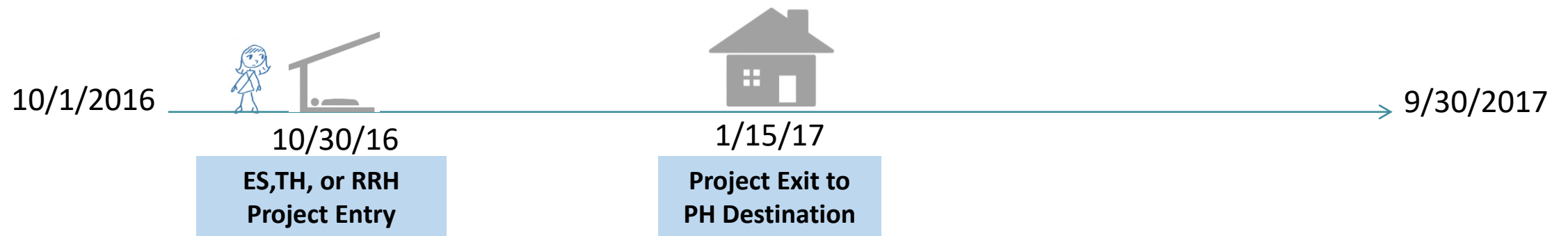


What data would impact this measure?



7 Permanent Housing Placement & Retention

7b.1 Change in exits to permanent housing destinations





7 Permanent Housing Placement & Retention

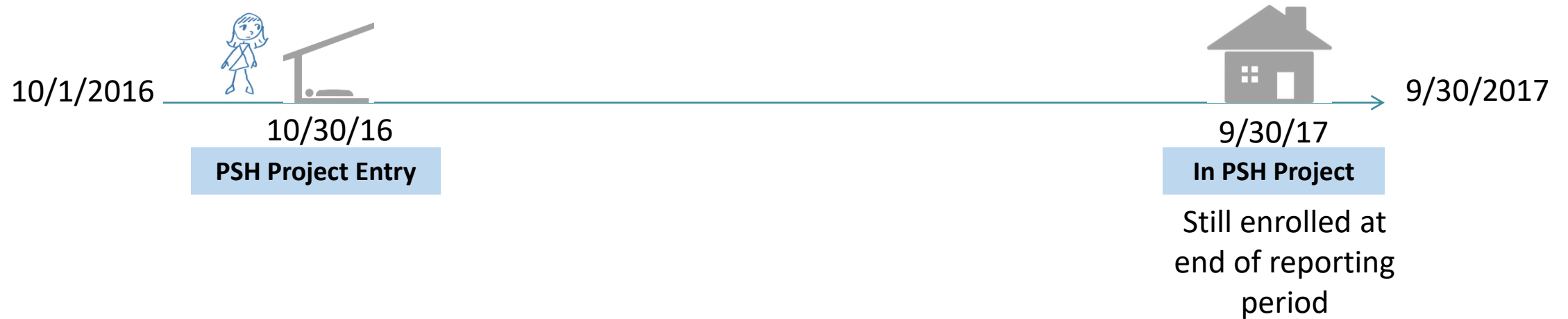
7b.2 Change in exits to or retention of permanent housing





7 Permanent Housing Placement & Retention

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





ROIs in HMIS



Why do we need electronic ROIs?



Security

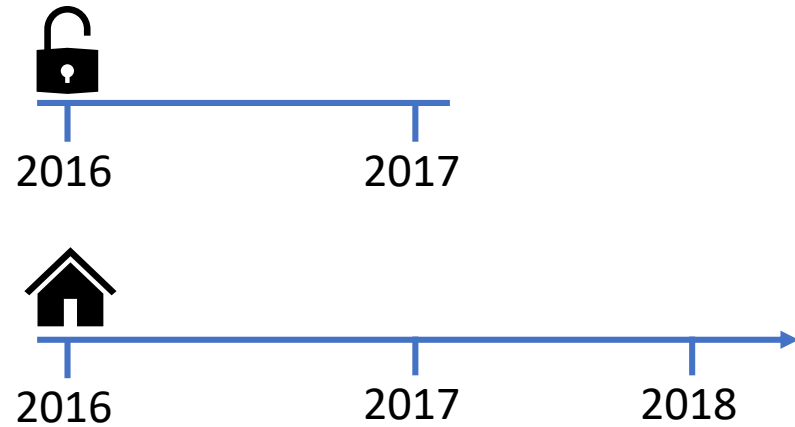


Visibility

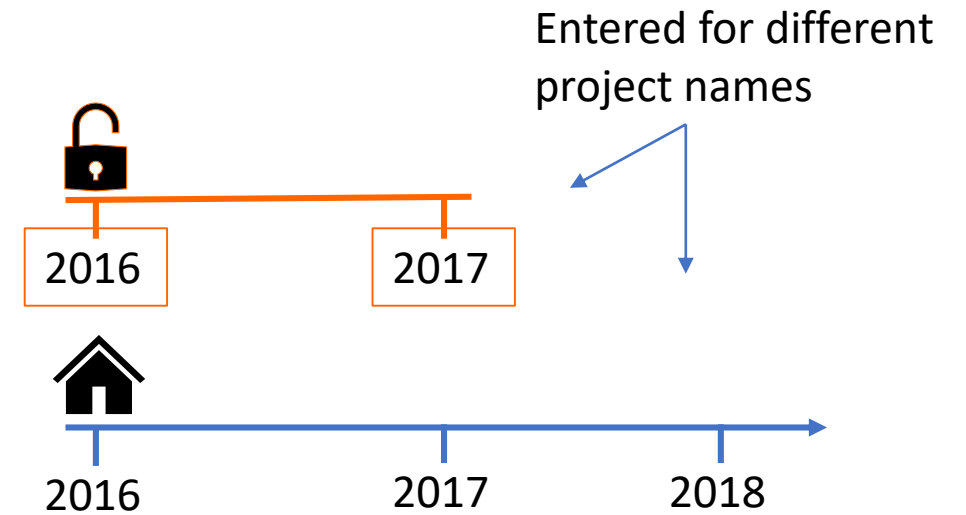


Sharing

What can go wrong with electronic ROIs?



Expires



Missing/Mismatched



What is the hardest part about ROIs?

Tools to help: ROI Audit report in ART

The screenshot displays the 'ART Browser' interface with a tree view of folders and files. Blue arrows on the left point to the following items:

- Public Folder
- #Data Quality Reports
- Incongruity & Audit Reports
- ROI Audit Report - Current Clients (EE)

The folder structure is as follows:

- ART Browser
 - Inbox
 - Available Reports and Templates
 - Bowman Systems Resources
 - Public Folder
 - #AHAR Tools
 - #APR Supports
 - #Coordinated Care Reports
 - #Data Quality Reports
 - AA and LSA Reports
 - Entry-Exit Reports
 - Incongruity & Audit Reports
 - Annual Review Audit Report V5 (BETA TEST) 9-9-16
 - Client Location Audit Report
 - Destination Client Level Audit Report (for LSA Use)
 - Destination Data Quality Report with Rental Assistance Info
 - Disability DQ Report -v2
 - Households with Multiple HoHs
 - Housing Move In Data Quality Report_ w Client Names v1
 - ROI Audit Report - Current Clients (EE)
 - ROI Client Detail Audit Report - with Date Prompt (EE)

Tools to help: ROI Audit report in ART

Heading Home Housing - Rowan County - Transitional Housing (5404)

Group ID	HMIS Client ID	Program Entry Date	Max ROI End	ROI Permission	ROI Provider
851840	448114	2/17/2016		Missing ROI	Missing ROI
851840	394212	2/17/2016		Missing ROI	Missing ROI
876029	452102	2/9/2017	2/14/2017	Yes	Heading Home Housing - Rowan County - Transitional Housing (5404)
876029	135107	2/9/2017	3/22/2018	Yes	Heading Home Housing - Rowan County - Transitional Housing (5404)
876029	452104	2/9/2017	3/22/2018	Yes	Heading Home Housing - Rowan County - Transitional Housing (5404)
876029	172442	2/9/2017	3/22/2018	Yes	Heading Home Housing - Rowan County - Transitional Housing (5404)
881460	292283	11/21/2017	3/30/2018	Yes	Heading Home Housing - Rowan County - Transitional Housing (5404)

Factfinding mission:

Is ROI at wrong level?

Is the Client still entered?

Housing Move-In Date

Who enters a Housing Move-In Date?

Do Not Enter for:

- Any Homeless Prevention, Emergency Shelter, Transitional Housing, Supportive Services clients

Enter Housing Move-In Date for:

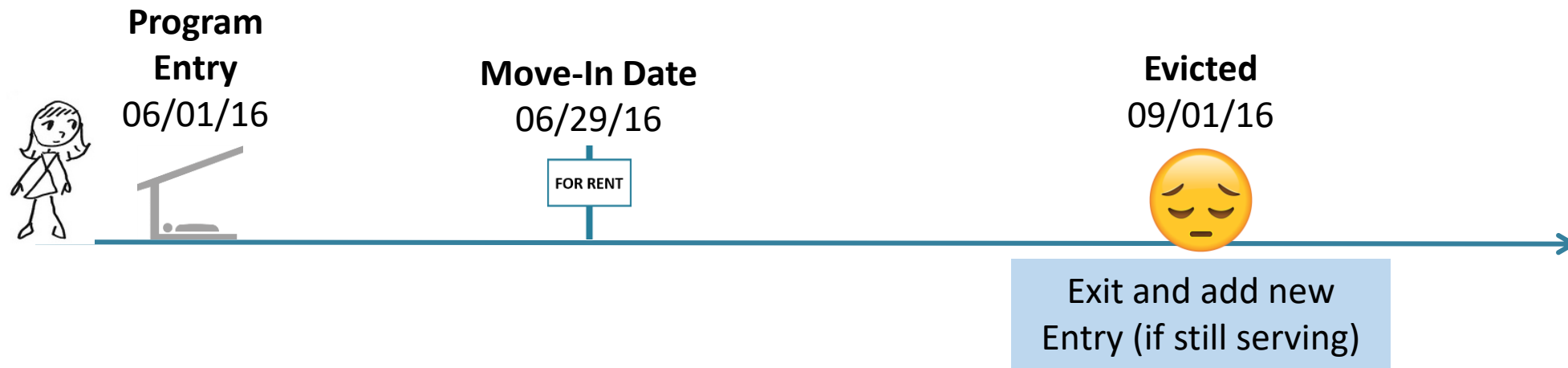
- All Rapid Re-Housing project clients
- PSH projects only if paying financial assistance



When a client leaves housing

Don't remove the move-in date - The original Housing Move-In Date was still a lot of work!

- HUD says: Exit the client and start a new Entry if the Housing search resumes.


















How will this impact your workflow?

Are there other complicated Move-In situations that you've seen?

New Guidance: When a client leaves housing

Separate Entries for separate Housing efforts

- Exit clients from the HMIS Project to illustrate they left their housing
- Exit Destination should be set to where they stay the night after leaving
- Add a new HMIS Project Entry to illustrate the housing search process
- If new housing found, enter an Interim Update for the next Housing Move-In Date

Summary	Client Profile	Households	ROI	Entry / Exit	Case Managers	Case Plans	Assessments
 Reminder: Household members must be established on Households tab before creating Entry / Exits							
Entry / Exit							
Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count	
 Triangle Family Services - Wake County - Rapid Re-Housing - County (7074)	HUD	 05/09/2018					
 Triangle Family Services - Wake County - Rapid Re-Housing - County (7074)	HUD	 05/01/2018	 05/09/2018				

Tools to help: 0706 Permanent Housing Placement-Retention

Click Last Page


ART Gallery Reports and Resources

- ART Gallery Report Manuals
- ART Gallery Reports
 - 0630 - Sheltered-Unsheltered PIT 2018 - v21
 - 0631 - HUD CoC APR Detail - v24 (Retired 2017.10.13)
 - 0635 - NOFA CoC Application Section 2D - v12
 - 0640 - HUD Data Quality Report Framework - v7
 - 0650.00 - Salvation Army National Statistical System Report (NSS) - v10
 - 0700 - Length of Time Persons Homeless-Metric 1 - v4
 - 0700.1b - Length of Time Persons Homeless-Metric 1 - v4
 - 0701 - Exits to Permanent Housing with Return to Homelessness, Metric 2 - v5
 - 0702 - Number of Homeless Persons-Metric 3.2 - v2
 - 0703 - Employment and Income Growth for CoC Funded Projects Metric 4 - v3
 - 0704 - Number of Persons First Time Homeless, Metric 5 - v3
 - 0706 - Permanent Housing Placement-Retention Metric 7 - v6

Tools to help: 0706 Permanent Housing Placement-Retention

Client Uid	Unique Id 394	Group Id	Provider	Proj Typ	Start Date	End Date	Move-In Date	Destination	FY
2281	rwim04261961r200w300		Heading Home Housing - Rowan County - Rapid Re-Housing (0763)	RRH	3/13/2017	8/28/2017	8/4/2017	Rental by client, no ongoing housing subsidy (HUD)	C
152325	tdnf08111973t520d542		Heading Home Housing - Rowan County - Rapid Re-Housing (0763)	RRH	12/8/2015	2/23/2017	2/19/2016	Rental by client, no ongoing housing subsidy (HUD)	PC
160327	cbom06111960c642b650		Heading Home Housing - Rowan County - Rapid Re-Housing (0763)	RRH	7/5/2016	8/15/2016		Jail, prison or juvenile detention facility (HUD)	P




C = Current Year
 PC = Prior & Current Year
 P = Prior Year



Annual Assessments

Checking for Annuals can reveal data issues


Review Type matters – Updates versus Annual Assessments

Interim Review Data	
Entry / Exit Provider	Heading Home Housing - Rowan County - Emergency Shelter - State ESG (7124)
Entry / Exit Type	HUD
Interim Review Type *	Update ▼
Review Date *	03 / 13 / 2017    5 ▼ : 09 ▼ : 23 ▼ PM ▼

Checking for Annuals can reveal data issues

Income or Sub-Assessment issues on Entry

Client ID	Inc YN	Income Source	Start Date	End Date	Amount
168850	Y	Earned Income (HUD)	6/18/2017		
162160	N	SSI (HUD)	10/14/2016		733
206782	N	SSI (HUD)	1/6/2017		755
281159	N	Earned Income (HUD)	6/24/2012		2000
263059	Y				

Disabilities HUD Verification 

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

Tools to help: Annual Review Audit



Tools to help: Annual Review Audit

Entry Exit Provider Id	Group ID	HMIS ClientID	Entry Date	Date of Last Review	Review Status	Record Status
Heading Home Housing - Rowan County - Transitional Housing (5404)	885585	424176	4/11/2017		Pending Review	Due Now
	885585	424177	4/11/2017		Pending Review	Due Now
	885585	424178	4/11/2017		Pending Review	Due Now
	888904	568636	5/16/2017		Pending Review	Due Now
	888904	568637	5/16/2017		Pending Review	Due Now
	888904	568638	5/16/2017		Pending Review	Due Now
	888904	568639	5/16/2017		Pending Review	Due Now
	888904	568640	5/16/2017		Pending Review	Due Now
Household Count:	2	8	Clients			

[Provider Prompts](#) |
 [Annual Review Status \(All\)](#) |
 [DUE NOW](#) |
 [COMING DUE](#) |
 [PAST DUE](#)

Tabs that can help Case Managers

Tools to help: Annual Review Audit



What's wrong here?

Entry Exit Provider Id	Group ID	HMIS ClientID	Entry Date	Date of Last Review	Review Status	Record Status
Heading Home Housing - Rowan County - Transitional Housing (5404)	894462	456677	6/28/2017		Pending Review	Coming Due
	894462	456678	6/28/2017		Pending Review	Coming Due
	894465	456677	6/28/2017		Pending Review	Coming Due
	894465	456678	6/28/2017		Pending Review	Coming Due
Household Count:	2	2	Clients			

Entry Exit Provider Id	Group ID	HMIS ClientID	Entry Date	Date of Last Review	Review Status	Record Status
Heading Home Housing - Rowan County (5402)	863849	431415	6/24/2017		Pending Review	Coming Due
	909599	221330	6/24/2017		Pending Review	Coming Due
Household Count:	2	2	Clients			

Total Households:	4	4	Total Client Count			
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Tools to help: Annual Review Audit



What's wrong here?

Entry Exit Provider Id	Group ID	HMIS ClientID	Entry Date	Date of Last Review	Review Status	Record Status
Heading Home Housing - Rowan County - Transitional Housing (5404)	845342	446799	1/10/2017	11/10/2017	Check Review Date	PAST DUE
	845342	446802	1/10/2017	11/10/2017	Check Review Date	PAST DUE
	845342	446803	1/10/2017	11/10/2017	Check Review Date	PAST DUE
	845342	446806	1/10/2017	11/10/2017	Check Review Date	PAST DUE
	845342	446807	1/10/2017	11/10/2017	Check Review Date	PAST DUE
Household Count:	1	5	Clients			
Entry Exit Provider Id	Group ID	HMIS ClientID	Entry Date	Date of Last Review	Review Status	Record Status
Heading Home Housing - Rowan County - Rapid Re-Housing (5405)	872855	311411	3/20/2017		Pending Review	PAST DUE
	872855	311416	3/20/2017		Pending Review	PAST DUE
Household Count:	1	2	Clients			

< > | Provider Prompts | Annual Review Status (All) | DUE NOW | COMING DUE | **PAST DUE**

Exits from projects



When to exit clients from HMIS

- How do you determine your clients are no longer clients?
- Are there exceptions?
- How is Exit Destination posed to clients?

Exit Destination Null values are waaay better!

- Overall rate of under 10%
- How has your agency improved data collection or entry?

Tools to Help: 0701 Returns to Homelessness

→	▼	ART Gallery Reports and Resources
	▶	ART Gallery Report Manuals
→	▼	ART Gallery Reports
	🔍	0630 - Sheltered-Unsheltered PIT 2018 - v21
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	🔍	0635 - NOFA CoC Application Section 2D - v12
	🔍	0640 - HUD Data Quality Report Framework - v7
	🔍	0650.00 - Salvation Army National Statistical System Report (NSS) - v10
	🔍	0700 - Length of Time Persons Homeless-Metric 1 - v4
	🔍	0700.1b - Length of Time Persons Homeless-Metric 1 - v4
→	🔍	0701 - Exits to Permanent Housing with Return to Homelessness, Metric 2 - v5
	🔍	0702 - Number of Homeless Persons-Metric 3.2 - v2
	🔍	0703 - Employment and Income Growth for CoC Funded Projects Metric 4 - v3
	🔍	0704 - Number of Persons First Time Homeless, Metric 5 - v3
	🔍	0706 - Permanent Housing Placement-Retention Metric 7 - v6

Tools to Help: 0701 Returns to Homelessness

Client Uid	Unique Id 407	Trans Id	Provider	Proj Typ	Start Date	End Date	1st Exit (from Tab A)	Days to Reappea
1616	egim05071972e652g623	918104	Heading Home Housing - Rowan County - Transitional Housing (5404)	ES	9/27/2017	12/4/2017	5/5/2016	510
		5507599	Heading Home Housing - Rowan County - Transitional Housing (5404)	ES	9/27/2017	12/4/2017	5/5/2016	510

Tools to help: 0706 Permanent Housing Placement-Retention

Click Last Page


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 - 0700.1b - Length of Time Persons Homeless-Metric 1 - v4
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HMIS updates

HMIS @NCCEH Update

A new Homeless Management Information System at the North Carolina Coalition to End Homelessness will be launched in early July 2018!

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?

- Has your agency sent in the contact info for Agency Agreements Signers?
- 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) if you have any questions. If needed, he'll schedule time for you to speak with Denise Neunaber, NCCEH Executive Director.

Software Update

ART Report updated:

0640 – HUD Data Quality Framework report has a new prompt

- Entry/Exit Type (HUD, VA, RHY, PATH)

The screenshot shows a window titled "Prompts" with a green header bar. Below the header, it says "Fill out each of the prompts below *". There is a list of prompts in a scrollable box, with "Select Entry Exit Type(s):" highlighted in blue. Below this list, the text "Select Entry Exit Type(s):" is displayed, followed by "Optional" and a scrollable list containing "HUD" and "VA". To the right of this list is a "Select" button. At the bottom right of the window is a "Next" button.

Prompts

Fill out each of the prompts below *

- EDA Provider
- Enter effective date
- Enter Start Date:
- Enter End Date PLUS 1 Day:
- Select Entry Exit Type(s):

Select Entry Exit Type(s):

Optional

- HUD
- VA

Select

Next

Bed & Unit Inventory for HUD

HUD is expanding capacity to include not just physical units or people sleeping in those units, but financial capacity.

Three ways to be a bed in HMIS:

1. Be a physical bed operated by a homeless project
2. Be a bed a client in permanent housing is sleeping in
3. Be the cost of a person to occupy a bed in the future
 - PH agencies will need to know average monthly cost of housing clients and total \$ available for federal fiscal year

What's Next?

Upcoming Deadlines and Events

Due	Report Name
May 31st	System Performance Measure Deadline
May 31st	Entry/Exit Training 1 pm – 4:30 pm in Raleigh
June 18th	Next HMIS Users Meeting
July	HMIS@NCCEH Launch

Data security depends on all of us



Avoid using Internet Explorer or Edge for HMIS



Only use secure internet connections for client sensitive systems like HMIS



Are your HMIS Users up to date?

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

encouraging public dialogue

advocating for public policy change

919.755.4393

www.ncceh.org