

Orange CoC HMIS Users Meeting

December 2019



NC COALITION to
HOMELESSNESS end

Agenda

December 2019

How can we help?

Data Quality for SPMs

What's Next



NCCEH

Welcome

Reminders

Your line is muted. We will unmute the line during Q&A pauses.

The chat box is available



The screenshot shows the GoToMeeting interface. At the top, there are icons for 'Talking', 'Audio', 'Screen', and 'Webcam'. Below these, the 'Audio' settings are expanded, showing 'Computer audio' and 'Phone call' options. The 'Phone call' option is selected. Below the audio settings, there is a 'Dial' number (+1 (646) 749-3112) and an 'Access Code' (791-696-621 #). A green status message says 'You are connected'. Below the audio settings, there is a section for 'Attendees: 2 of 151 (max)' and a 'Chat' section. The 'Chat' section is expanded, showing a text input field with the placeholder 'Enter your message'. Below the input field, there is a 'To:' dropdown menu set to 'Everyone' and a 'Send' button. At the bottom, there is a notification that 'This session is being recorded.' and the 'Meeting ID: 791-696-621'.



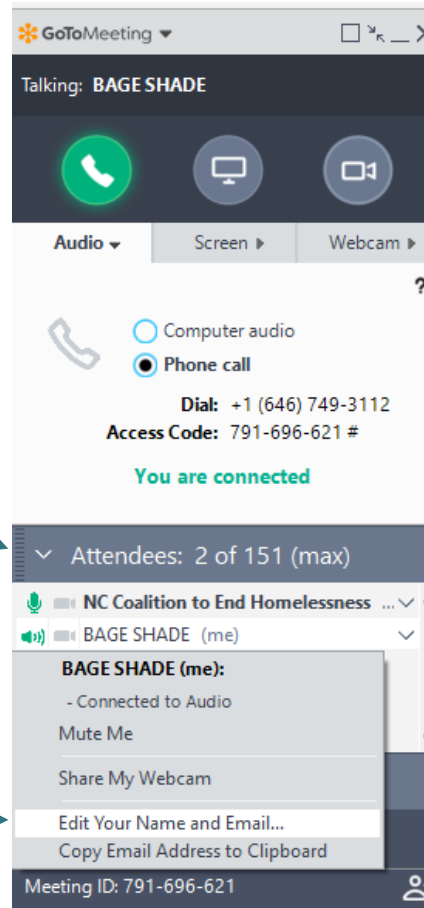
Make sure you're counted!

Enter your name(s) so we know you are here

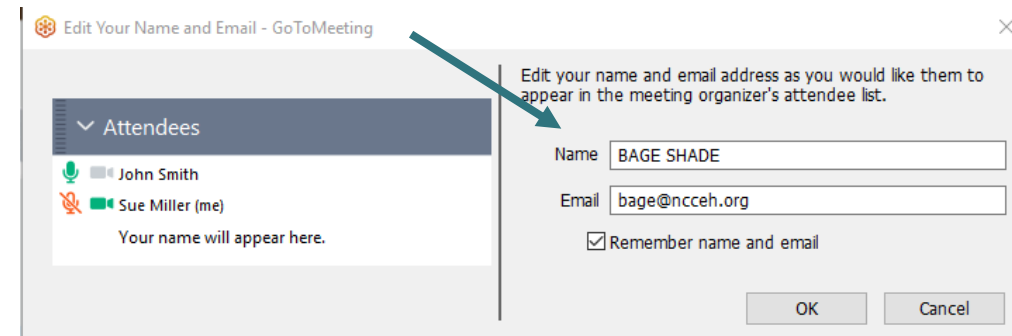
1 Click Attendees

2 Click on (me)

3 Click Edit your Name and Email...



4





How can we help?

Data Element to watch

- Relationship to Head of Household
 - Under 10% flagging, but this is one of the most important and least difficult elements to collect
- Homeless History
 - Over 10% of adults flagging, important to Chronic Homeless documentation and SPMs
 - Cold Weather beds have much improved rates for this year!
- Income Sources (at Start and Annual Assessment)
 - Under 10% at Start, errors will multiply
 - Way over 10%, complicated issue!
- Annual Assessments
 - Way over 10%



Relationship to head of household

Why does relationship to head of household have to be entered?

- It helps track individuals and groups seeking services
- It determines what other info is required
- It is required



Relationship to head of household

How to correct? (real question)

- Check EDA mode – change if needed
- Check Back Date mode – change if needed
- Open Intake Assessment
- Overwrite inaccurate answer

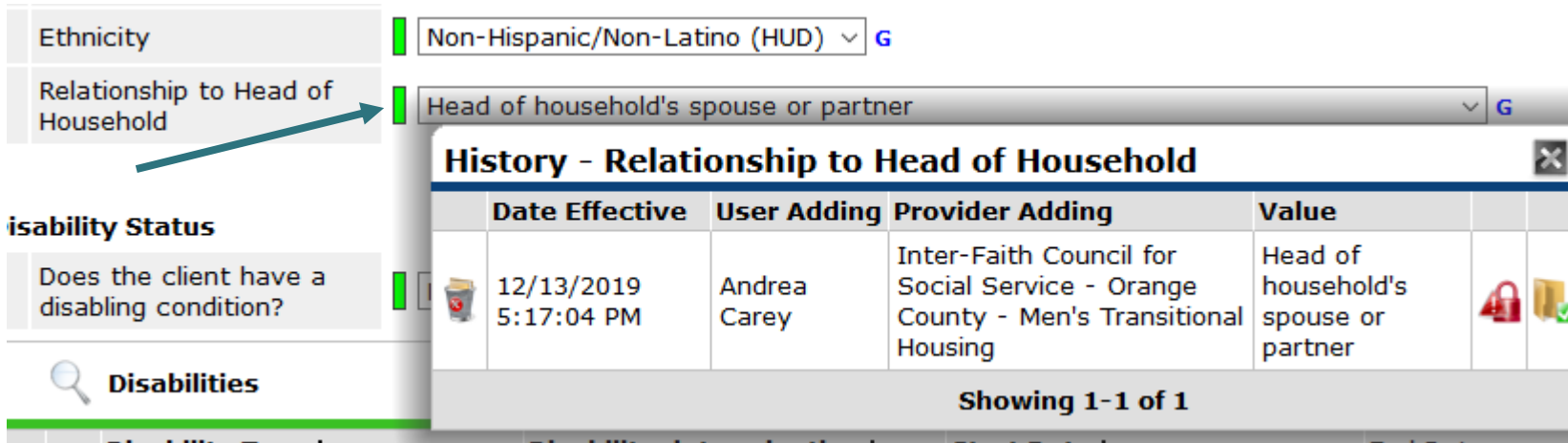
...But wait there's more



Relationship to head of household

How to correct? (real question)

- Check EDA mode – change if needed
- Check Back Date mode – change if needed
- Open Intake Assessment
- Overwrite inaccurate answer
- Remove wrong answer



The screenshot shows a software interface with a dropdown menu for 'Relationship to Head of Household' set to 'Head of household's spouse or partner'. A blue arrow points to this dropdown. Below it is a 'History - Relationship to Head of Household' table with the following data:

Date Effective	User Adding	Provider Adding	Value
12/13/2019 5:17:04 PM	Andrea Carey	Inter-Faith Council for Social Service - Orange County - Men's Transitional Housing	Head of household's spouse or partner

The table also includes icons for trash, lock, and checkmark. The interface also shows 'Ethnicity' set to 'Non-Hispanic/Non-Latino (HUD)' and a 'Disability Status' section with the question 'Does the client have a disabling condition?'.

Removing Inaccurate Responses

Risks

- There's no undo button!
- You can delete any data enter by your EDA groups, even other case manager's data entry

Benefits

- You *can* clean up mistakes
- Accurate data can reign!



Homeless History

Why does Homeless History need to be entered?

- It helps track service needs and system gaps
- It helps establish eligibility
- It is required



Homeless History

How to correct

- Check EDA mode – change if needed
- Check Back Date mode – change if needed
- Open Intake Assessment
- Overwrite inaccurate answer
- Contact NCCEH so we can delete the wrong answer



Income and sources

Why is income important?

- It is really helpful to get more stable housing
- It demonstrates low barrier access (when some folks start with 0 income)
- It is required



Income and sources

How to correct?

- Check EDA mode – change if needed
- Check Back Date mode – change if needed
- Open Intake Assessment
- Then it gets complicated!
 - A. Overwrite inaccurate data (like the \$ Amount)
 - B. End-date old/inaccurate source and add a new source
 - C. Delete source and add accurate data



Annual Assessments

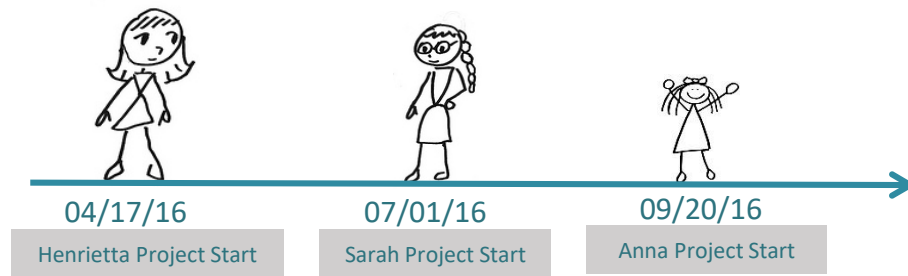
Why are Annual Assessments needed?

- It helps track services over long periods of time
- It helps track changes in client's situation over long periods of time
- It's required



Annual Assessment is based on HoH Start Date

Conducted no more than 30 days before or 30 days after the anniversary of the **Head of Household's Project Start Date**.



Name	R-H	Project Start	Anniversary
Henrietta	HoH	10/17/16	10/17/19
Sarah	Adult	07/01/16	10/17/19
Anna	Child	09/20/16	10/17/19

Annual assessments are based **solely** on the head of household's anniversary date.

The annual assessment must include updating both the head of household's record and any other family member's at the same time



When to complete an Annual Assessment

When to record the Annual Assessment?

Date Type	Date
Client Entry Date	05/17/2016
Client Anniversary Date	05/17/2019
30 days before Anniversary Date	04/17/2019
30 days after Anniversary Date	06/16/2019



SPM Submission Process

- Iterative process – back and forth corrections and re-running reports
- Two week focus on one set of corrections
 - Client Location and NC County of Service
 - Relationship to Head of Household, Child Alone
 - Move-In Dates and Destination
 - Entry/Exit Date validation and Level 4 Entries
 - Annual Assessments
- Data could cover 10/1/2015 – 9/30/2019





What's Next

What's Next Calendar

Due	Report/Event Name
Dec 16 th	December Orange CoC HMIS Users Meeting
October - February	System Performance Measures Reports
Jan 20 th	January Orange CoC HMIS Users Meeting
January – March	Point in Time / Housing Inventory Count Reports



Contact NCCEH

hello@ncceh.org

919.755.4393

NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997



NCCEH

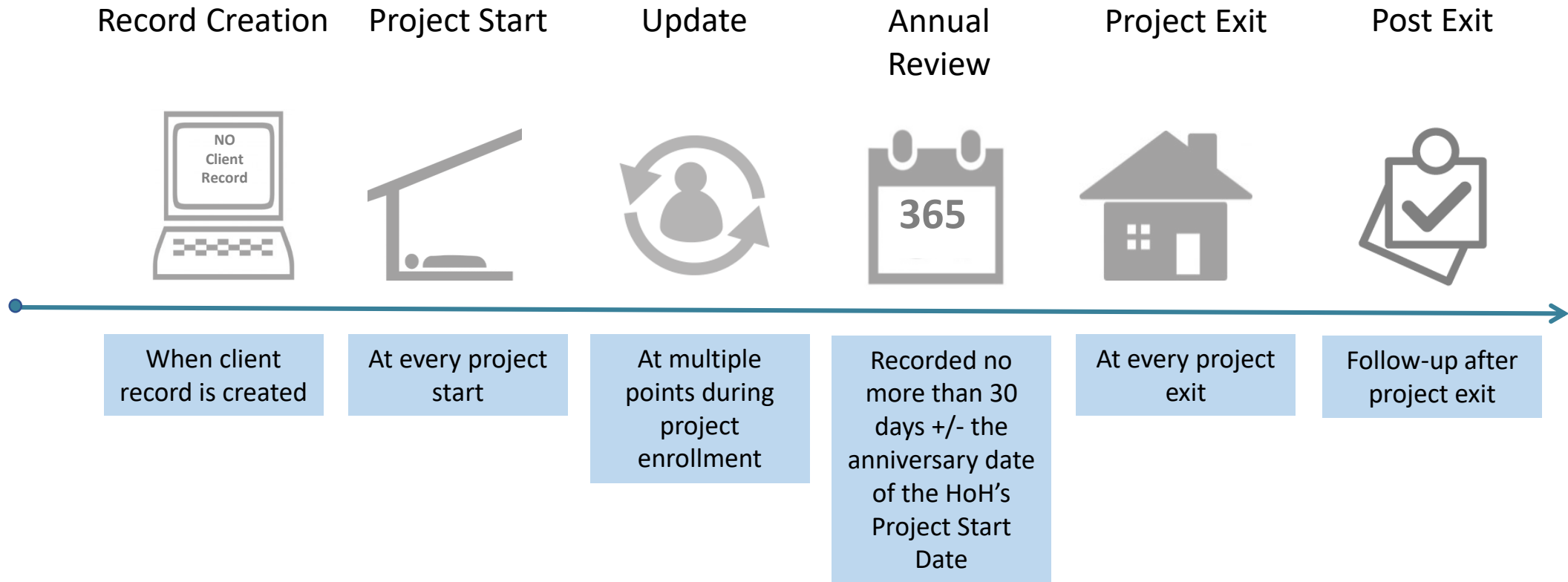


Update and annual Assessment

PART II: SUB-ASSESSMENTS



HMIS Data Collection Stages





*All Permanent Housing projects must record Move-in dates as an Interim Review – Update

How to Change Sub-assessments

How to Change Sub-assessments Reference Table

Previous Response	Change or Edit at Update	Action (always check EDA and Backdate)
Gateway = No	Gateway = Yes	Change dropdown to Yes
Gateway = Yes	Gateway = No	Change dropdown to No
Type/Source = No	Type/Source = Yes	Do not edit previous Type/Source. Add new Type/Source as of the Update
Type/Source = Yes	Type/Source = Yes	Edit previous Type/Source and set end-date for day before the Update. Then Add new Type/Source as of the Update
Type/Source = Yes	Type/Source = No	Edit previous Type/Source and set end-date for day before the Update. Then use HUD Verification to set Type/Source to No

How to Change Sub-assessments

Income from Any Source	
Monthly Income	Source of Income
<input type="text"/>	<input type="text"/>
Monthly Amount *	Source of Income
 	Other (HUD) No

No (HUD) ▾

-Select-

Yes (HUD) ←

No (HUD)

Client doesn't know (HUD)

Client refused (HUD)

Data not collected (HUD)

How to Change Sub-assessments

Add View Gross Income Showing 1-5 of 15 First Previous Next Last



Edit Recordset - (22) Smith, Wilson

Monthly Income

Enter each source of income as a separate record

Monthly Amount *	734 G
Source of Income *	SSI (HUD) G
If Other, Please Specify	G
Receiving Income Source?	Yes G
Start Date *	11 / 10 / 2017 23 23 G
End Date	/ / 23 23 G

Save Save and Add Another Cancel



How to Change Sub-assessments

****ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS****

Total monthly income G


Income from Any Source Yes (HUD) No G







Monthly Income HUD Verification

		Monthly Amount *	Source of Income *	Receiving Income Source?	Start Date *	End Date
		US\$734.00	SSI (HUD)	Yes	11/10/2017	
			Other (HUD)	No	10/31/2017	
			Worker's Compensation (HUD)	No	10/31/2017	
			VA Non-Service Connected Disability Pension (HUD)	No	10/31/2017	
			Unemployment Insurance (HUD)	No	10/31/2017	

Showing 1-5 of 16

How to Change Sub-assessments



			Child Support (HUD)	No	10/31/2017	
			Alimony or Other Spousal Support (HUD)	No	10/31/2017	Click Next if the type/source is not on page one
		US\$734.00	SSI (HUD)	Yes	10/31/2017	

Showing 11-15 of 15



How to Change Sub-assessments


Edit Recordset - (123) Smith, John

Monthly Income

Enter each source of income as a separate record

Monthly Amount *	734 G
Source of Income *	SSI (HUD) G
If Other, Please Specify	G
Receiving Income Source?	Yes G
Start Date *	10 / 31 / 2017 G
End Date	11 / 09 / 2017 G

Print Recordset Save Save and Add Another Cancel









How to Change Sub-assessments



Add Recordset - (123) Smith, John

Monthly Income

Enter each source of income as a separate record

Monthly Amount *	<input type="text" value="786"/> G
Source of Income *	SSI (HUD) ▼ G
If Other, Please Specify	<input type="text"/> G
Receiving Income Source?	Yes ▼ G
Start Date *	<input type="text" value="11"/> / <input type="text" value="10"/> / <input type="text" value="2017"/>    G
End Date	<input type="text"/> / <input type="text"/> / <input type="text"/>    G

Save **Save and Add Another** **Cancel**













How to Change Sub-assessments

****ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS****

Total monthly income G



Income from Any Source Yes (HUD) G

Monthly Income HUD Verification

	Monthly Amount *	Source of Income *	Receiving Income Source?	Start Date *	End Date
 	US\$786.00	SSI (HUD)	Yes	11/10/2017	
 		Other (HUD)	No	10/31/2017	
 		Worker's Compensation (HUD)	No	10/31/2017	
 		VA Non-Service Connected Disability Pension (HUD)	No	10/31/2017	
 		VA Service Connected Disability Compensation (HUD)	No	10/31/2017	

Showing 1-5 of 16

Incomplete or Conflicting Sub-assessments

Error information	Incomplete HUD verification on disability, income, benefits and/or health insurance sub assessments
How do I find this error? 	Run the 0252 Data Completeness Report Card EE in ART - Review the client detail tab Run the APR or CAPER report on Dashboard - Review the error counts
How do I fix this error?	Review client file for documents verifying disability, income, benefits and/or health insurance  Remember: Missing data is ALWAYS better than inaccurate data