Orange Users Meeting

March 20, 2017

The Data Center at NCCEH

NCCEH
North Carolina Coalition to End Homelessness
securing resources ● encouraging public dialogue ● advocating for public policy change
919.755.4393 ● www.ncceh.org

Agenda

1. Welcome + Introductions
2. Federal Reporting Calendar
3. System Performance Measures
4. Release of Information
5. Data Entry Fundamentals
6. Bowman Update
7. MCAH Update
8. NCCEH reminders

FEDERAL REPORTING

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)	

Work starts at least 2 months out

Internal

Run preliminary reports

Identify significant data quality issues

External

Contact agencies with data quality issues

Work with users to correct issues

Report progress to CoC lead

7 measures to gauge impact

Help communities view their progress community towards preventing and ending homelessness

The measures are interrelated and provide a more complete picture of system performance

Identify areas for improvement, needs, gaps

Measure 1: Length of time homeless

Goal	Reduction in the average and median length of time persons remain homeless
Reported in 2016	(see table below)

	Avg LOT Homeless	**Median LOT homeless**
ES, SH	109 days	50 days
ES, SH, TH	121 days	62 days

Measure 2: Returns to Homelessness

Goal	Reduction in the percent of persons who return to homelessness
Reported in 2016	(see table below)

Exit From	**Return less than 6 months**	**Return within 6-12 months**	**Return 13-24 months**
SO	0%	18%	0%
ES	9%	13%	6%
TH	0%	0%	10%
PH	11%	0%	0%
Total Returns	6%	9%	6%

Measure 3: Number of homeless persons

<table>
<tr><td>Goal</td><td>Reduction in the number of persons who are homeless (PIT count)</td></tr>
<tr><td>Reported in 2016</td><td>
<table>
<tr><th></th><th>2015 PIT</th><th>2016 PIT</th><th>Difference</th></tr>
<tr><td>Total PIT count</td><td>108</td><td>129</td><td>21</td></tr>
<tr><td>ES</td><td>73</td><td>81</td><td>8</td></tr>
<tr><td>SH</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>TH</td><td>26</td><td>28</td><td>2</td></tr>
<tr><td>Sheltered</td><td>99</td><td>109</td><td>10</td></tr>
<tr><td>Unsheltered</td><td>9</td><td>20</td><td>11</td></tr>
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</td></tr>
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Measure 4: Employment and Income Change

Goal	Increase in the percentage of adults who gain or increase income
Reported in 2016	see table below

	Stayers	**Leavers**
% Increased earned income	2%	0%
% Increased non-employment cash income	13%	0%
%Increase total income	15%	0%

Measure 5: Homeless for the first time

Goal	Reduction in the number of persons who become homeless for the first time
Reported in 2016	(see table below)

	FY 2015
People who did not have entries in ES, SH, TH or PH in the previous 24 months	235

Measure 7b: PH placement and retention

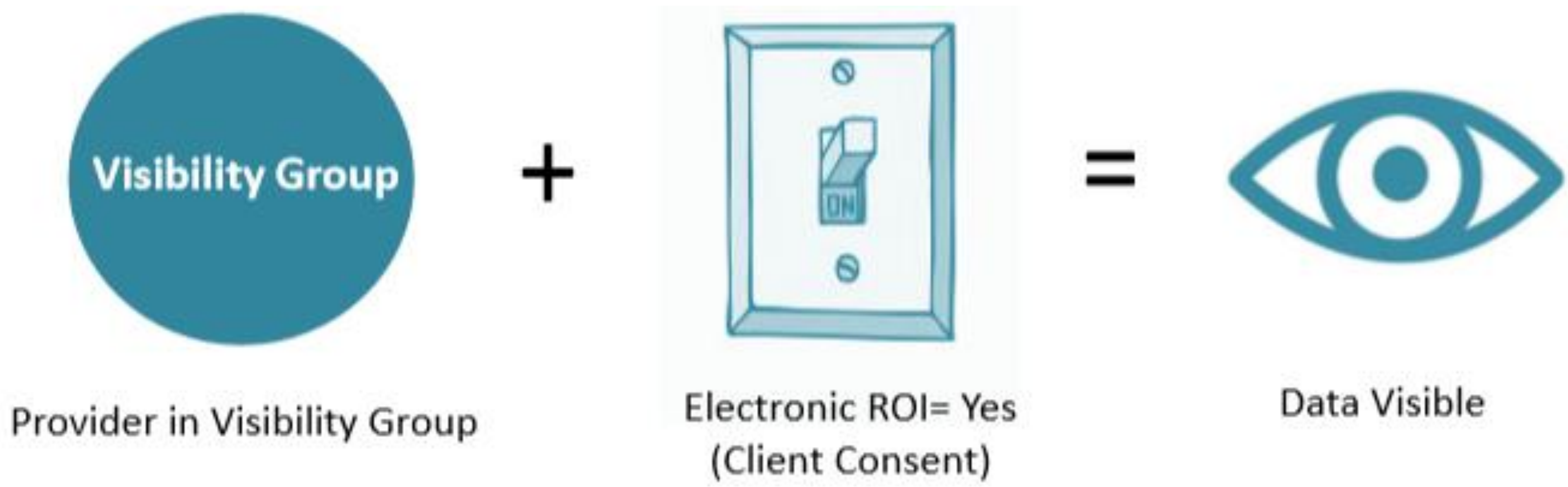
Goal	Increase in percentage of people who exit to or retain permanent housing
Reported in 2016	(see table below)

	FY 2015
% Persons who exited to PH	38%
% Persons who exited to PH + remained	99%

RELEASE OF INFORMATION (ROI)

What does the ROI do?

- Clients always have to right to refuse sharing;
- No ROI = No sharing



What the ROI does not do

- Does not share client data with those outside your agency or sharing group

- Does not replace the paper client consent form for agencies that share data

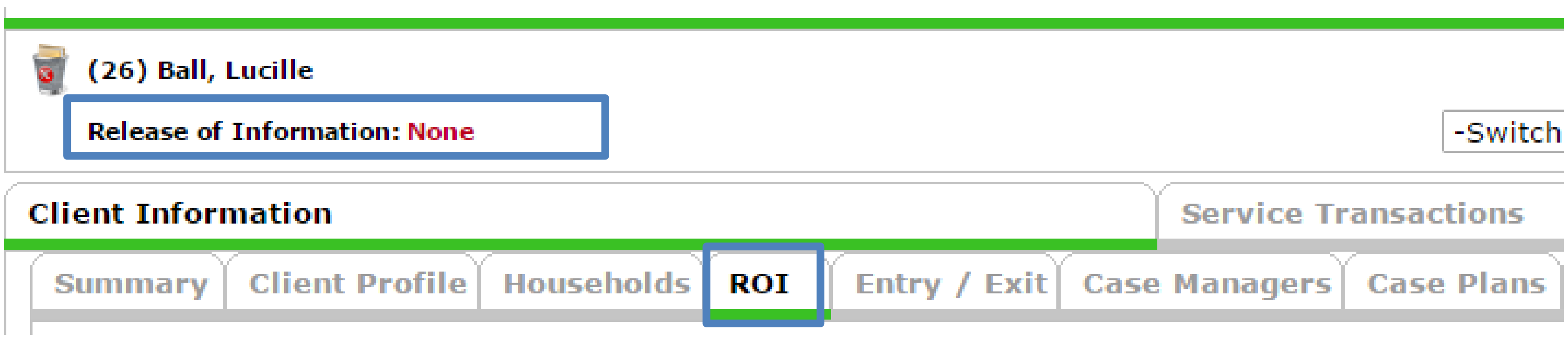
The ROI in ServicePoint

- All clients for <u>every project</u>
- Good for one year
- Attach paper copy

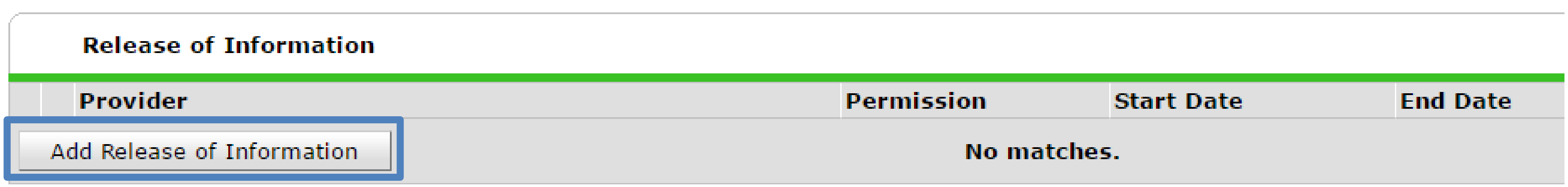
Do not delete old/expired ROIs!

Adding the ROI to a client profile

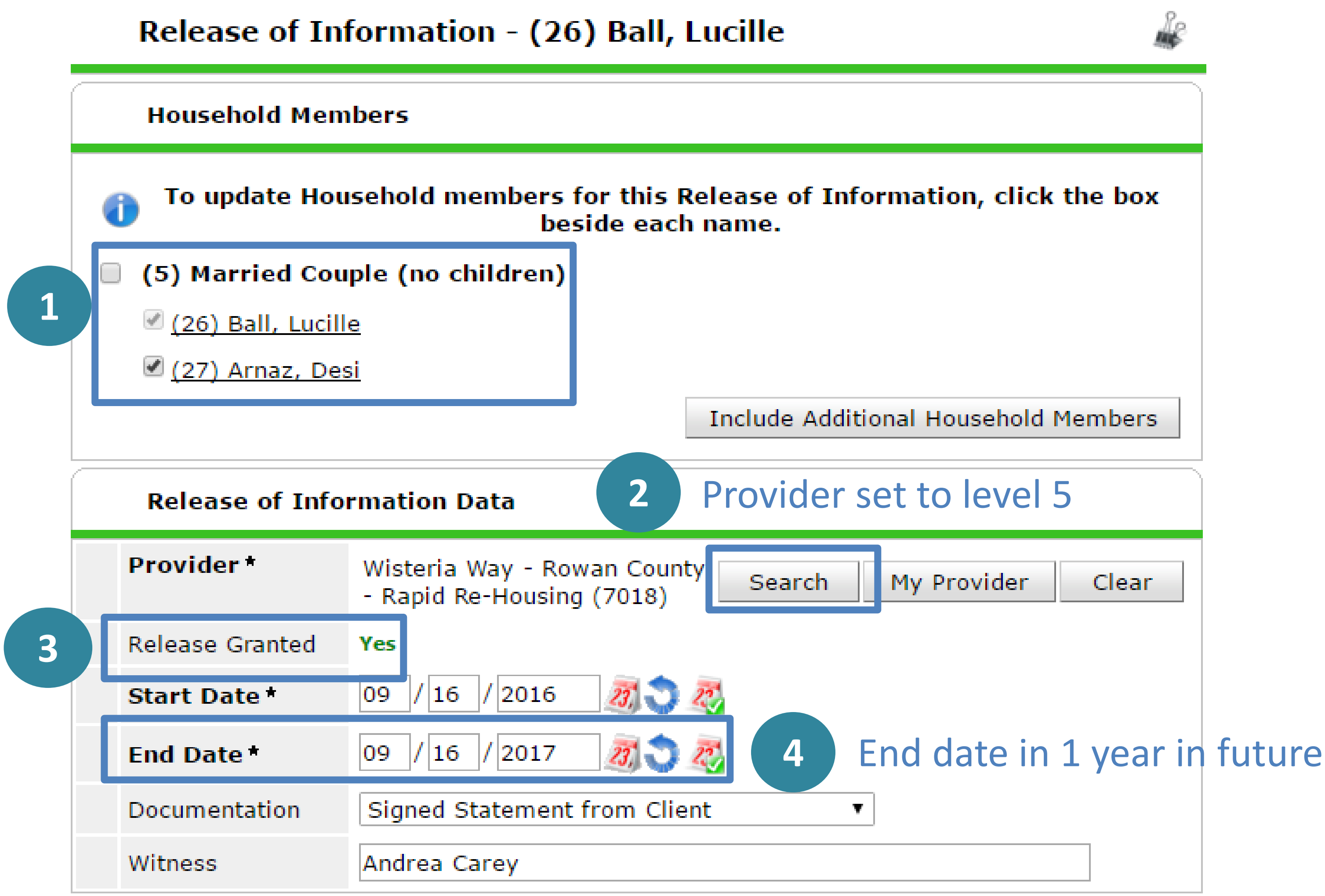
- From the client profile screen, select either the ROI tab, or the text by “Release of Information”



- Click “Add Release of Information”

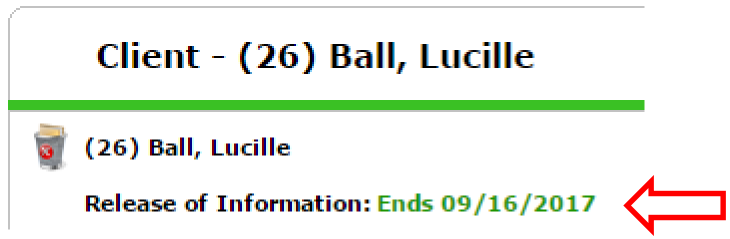


Adding the ROI to a client profile (cont.)

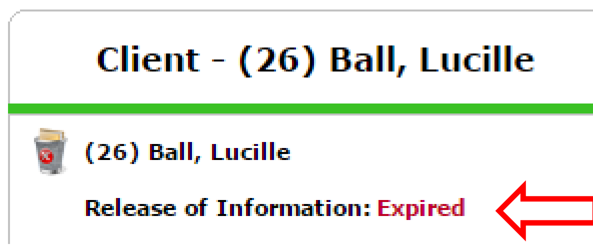


And you are done!

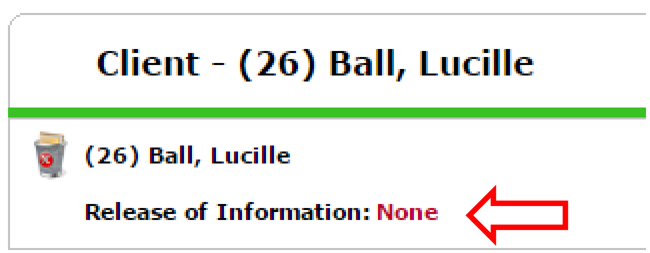
- Current ROI



- Needs new ROI



- No ROI



DATA ENTRY FUNDAMENTALS

What is the Enter Data As (EDA) Function?

A tool that allows you “jump” to another part of your agency or another agency’s tree for data entry and reporting purposes

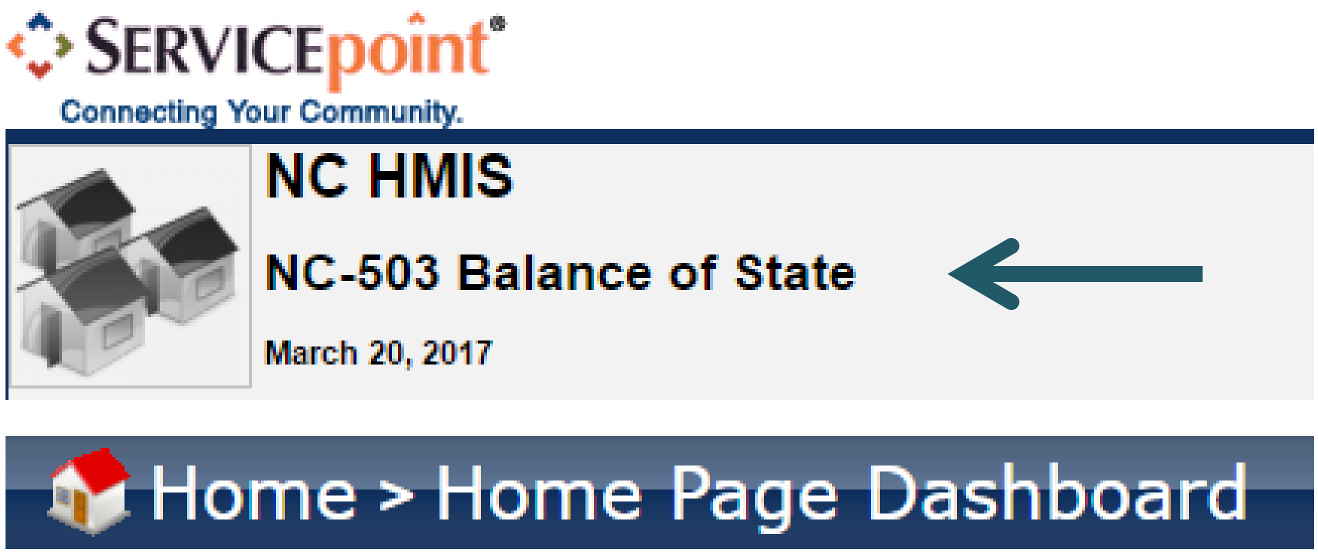
– All data is currently created by a “Provider”
– With EDA, we will “jump” to the provider in which the client is being entered

Vital in controlling client privacy when data sharing is implemented

When to Use the EDA Function

FIRST check to see if you need to EDA

- Find the project where your license is assigned in the upper left hand corner

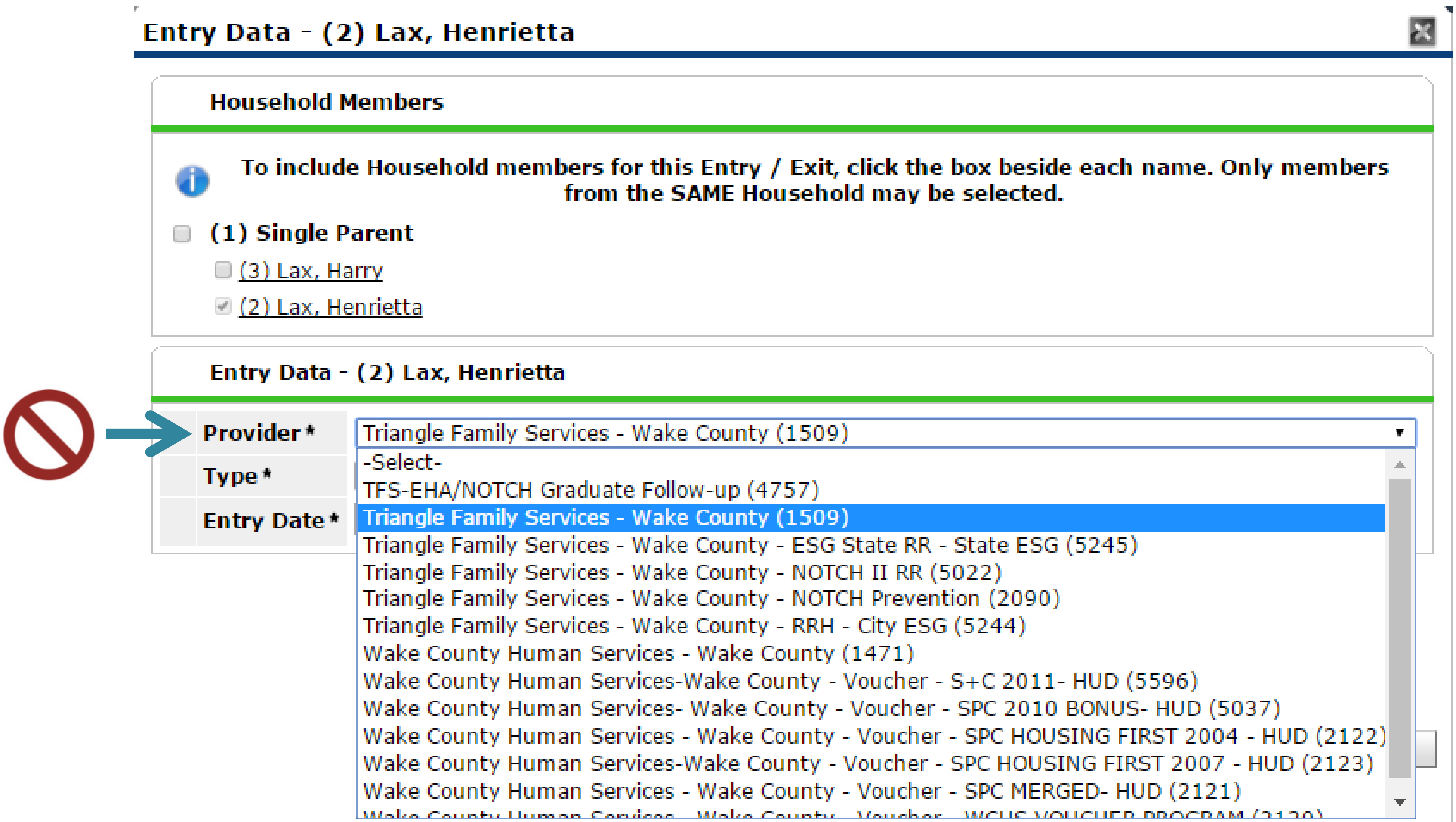


When to Use the EDA Function

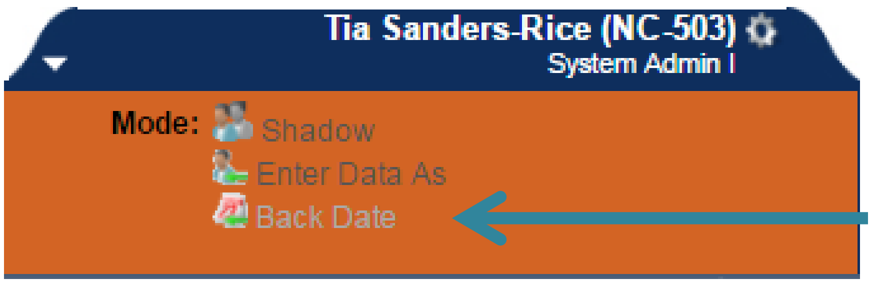
BEFORE searching for or entering a client into the system

All data entry or updates should be done in EDA mode to the specific program provider

We do **NOT** use Provider drop-downs



Backdate if not entering data “live”

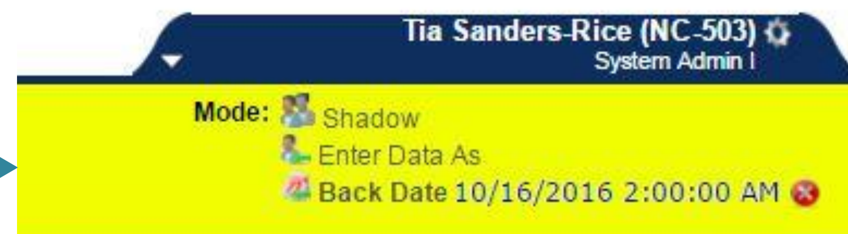


Click Back Date

Enter date

Click Set Back Date Button

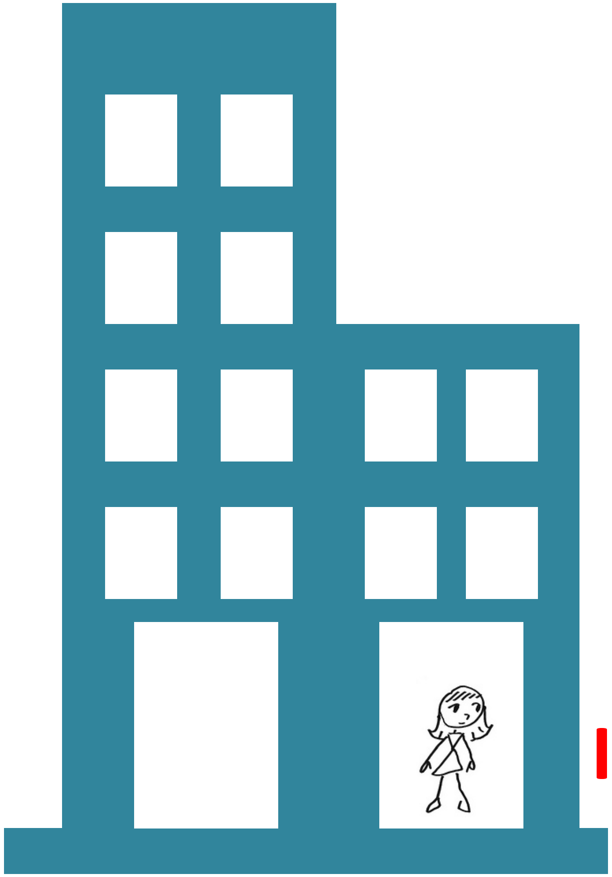
Ribbon is yellow when in Back Date mode



Annual Assessment requirements

- Done for all clients enrolled 365 days or more, within 30 days before or after anniversary date
- Must be done every year the client is enrolled even if there are no changes
- Completed for all family members

Henrietta Needs an Annual Assessment



Entry Date	1/1/2016
Anniversary Date	1/1/2017
30 Days Before Anniversary Date	12/2/2016
30 Days After Anniversary Date	1/31/2017

Interim must be completed between 12/2/16-1/31/17

BOWMAN UPDATE

Software Update

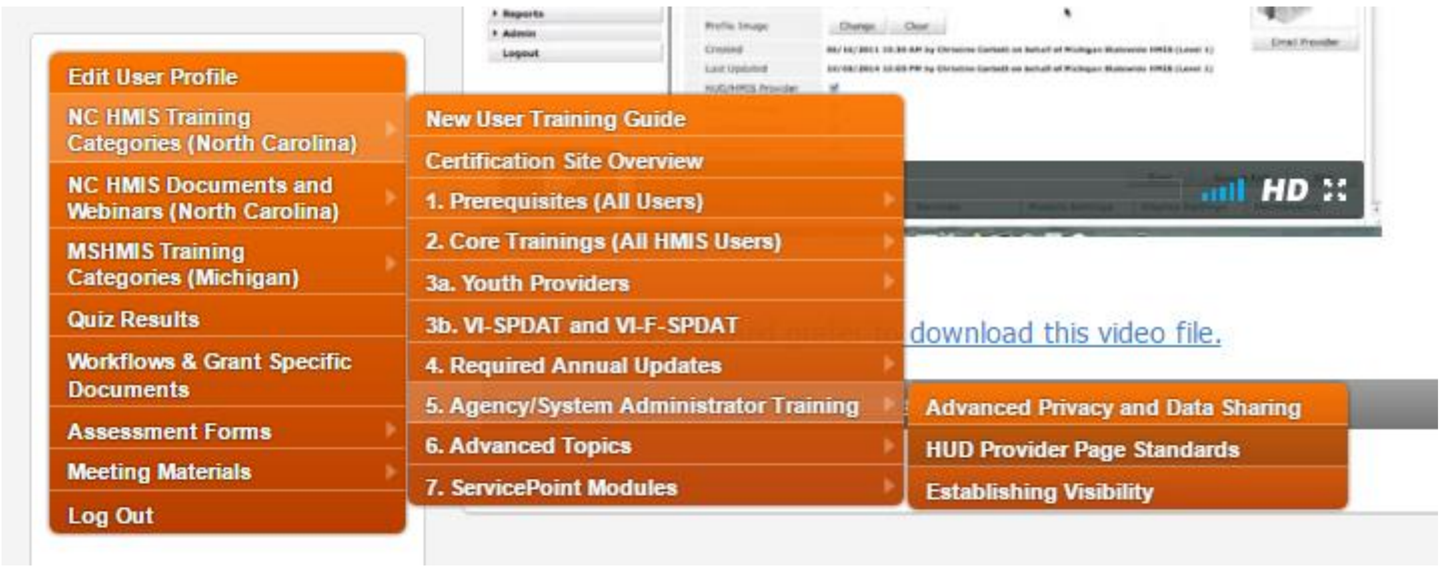
- April 3rd, Service Point will release new reports
  - New APR with Sage Compatability
    - Sign up at www.sagehmis.info to setup your profile
  - New Data Quality Framework required by HUD
  - New SPM reports with DQ tab built in

- April 10th, Qlik Sense will be released!
  - Training will be offered in April from Bowman

MCAH UPDATE

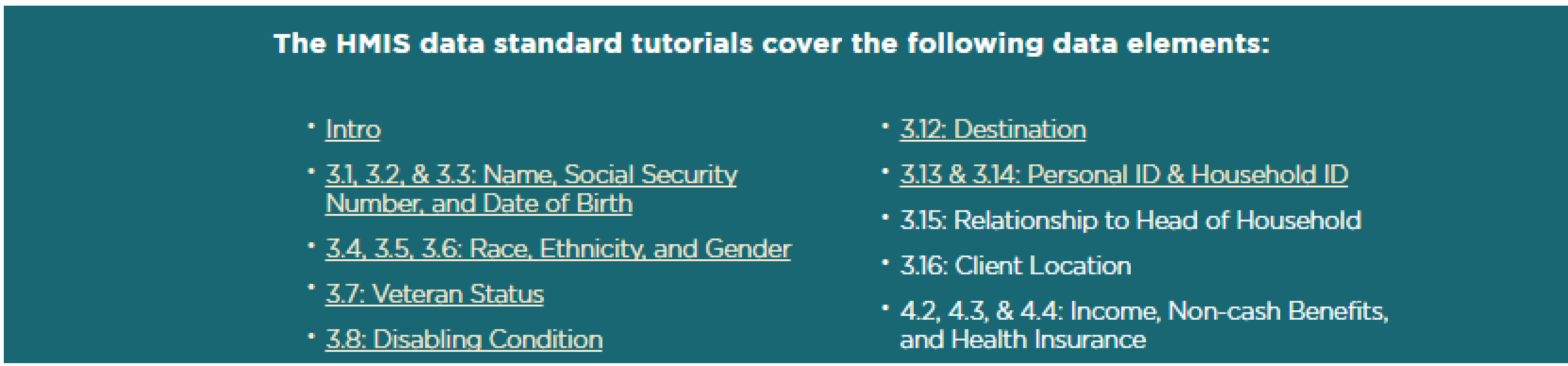
New Online Training Menu

- Reorganized training menu with clearer workflow for each type of user

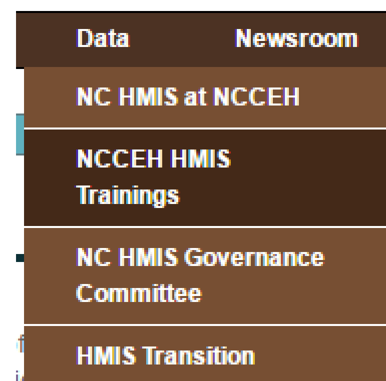


New Online Training Menu

- Missing training: HUD Data Standards
  - HUD has tutorial’s for many data elements



  - NCCEH has created a supplemental guide for the missing data elements for new HMIS Users



NCCEH REMINDERS

We are here to help you!

Project Changes

- New
- Closing

Funding Changes

- New
- Ending
- Transferred
- Consolidated

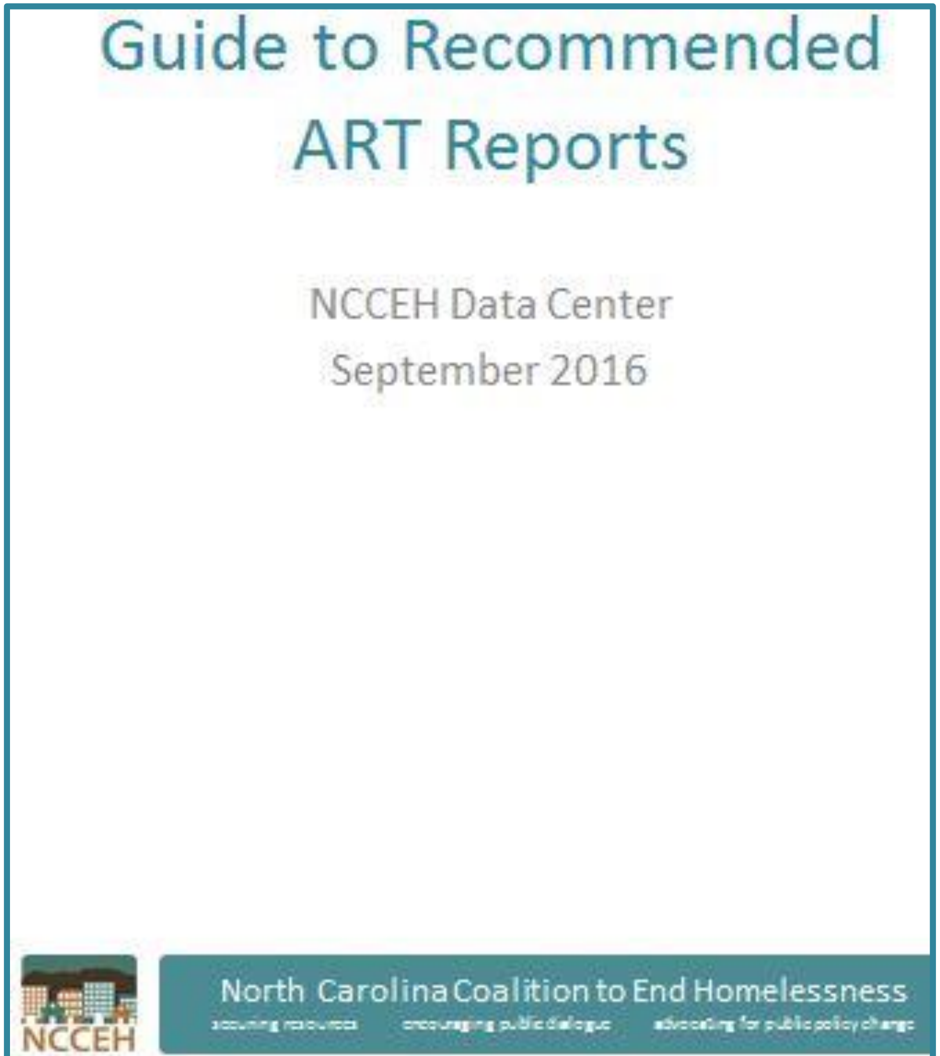
Staff Changes

- New
- Resigned or Terminated
- Position Change

Questions

- Data Standards
- Data Entry
- Reporting
- HMIS Compliance

ART help is available!



Guide to Recommended ART Reports

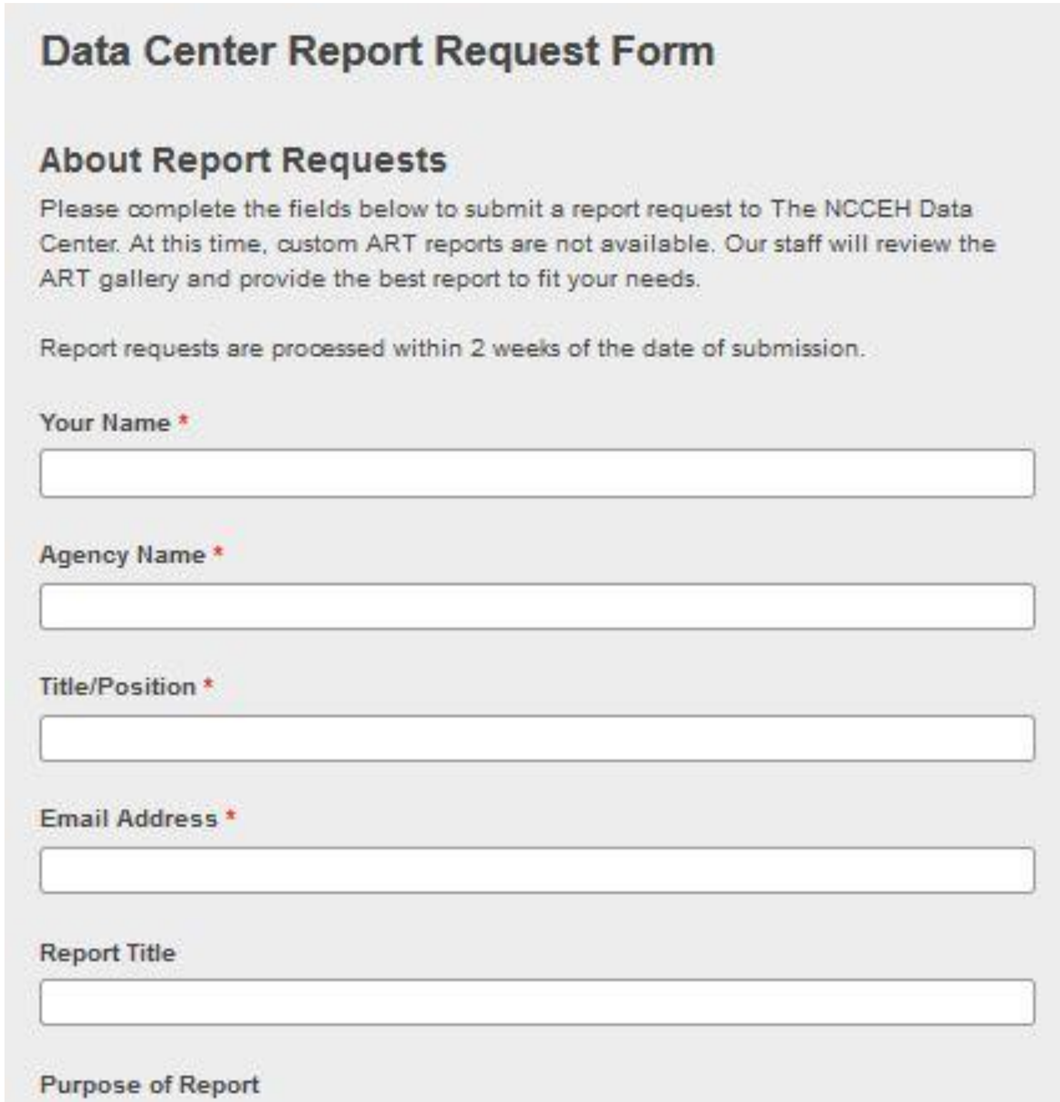
NCCEH Data Center
September 2016

North Carolina Coalition to End Homelessness

NCCEH

- Recommended ART reports (listed by purpose)
- How to schedule ART reports
- Understanding ART report prompts

If you can’t find it, submit a request



Data Center Report Request Form

About Report Requests

Please complete the fields below to submit a report request to The NCCEH Data Center. At this time, custom ART reports are not available. Our staff will review the ART gallery and provide the best report to fit your needs.

Report requests are processed within 2 weeks of the date of submission.

Your Name *

Agency Name *

Title/Position *

Email Address *

Report Title

Purpose of Report

If you need more help, submit a request for training

Data Center Training Request Form

Thank you for completing a HMIS Training Request Form!

Our goal at the Data Center is to provide useful trainings and resources to all of our HMIS users. As we push towards our ultimate goal to end homelessness, our community depends on you for the data to strengthen our system.

If you have any questions, contact the Helpdesk at hmis@ncceh.org or (919) 410-6997.

Agency Name *

Agency Admin Name *

Your Name
(If not the Agency Admin)

Training Start Date Range *
NOTE: We require a two weeks notice for all training requests to give us time to schedule data staff and/or customize the training.

To select the best range for your agency, please select the earliest date you would like the training to occur

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**
helpdesk for local support

Executive Director
Denise Neunaber, denise@ncceh.org

Data Analyst
Tia Sanders-Rice, tia@ncceh.org

System Administrators
Thurston Alexander-Smith, thurston@ncceh.org
Jasmin Volkel, jasmin@ncceh.org

Support Specialist
Andrea Carey, andrea@ncceh.org
Nicole Purdy, nicole@ncceh.org

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