

Orange Users Meeting

March 20, 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

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

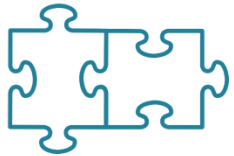
Work with users to correct issues

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		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	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

Goal

Reduction in the number of persons who are homeless (PIT count)

Reported in 2016

	2015 PIT	2016 PIT	Difference
Total PIT count	108	129	21
ES	73	81	8
SH	0	0	0
TH	26	28	2
Sheltered	99	109	10
Unsheltered	9	20	11

Measure 4: Employment and Income Change

Goal

Increase in the percentage of adults who gain or increase income

Reported in 2016

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

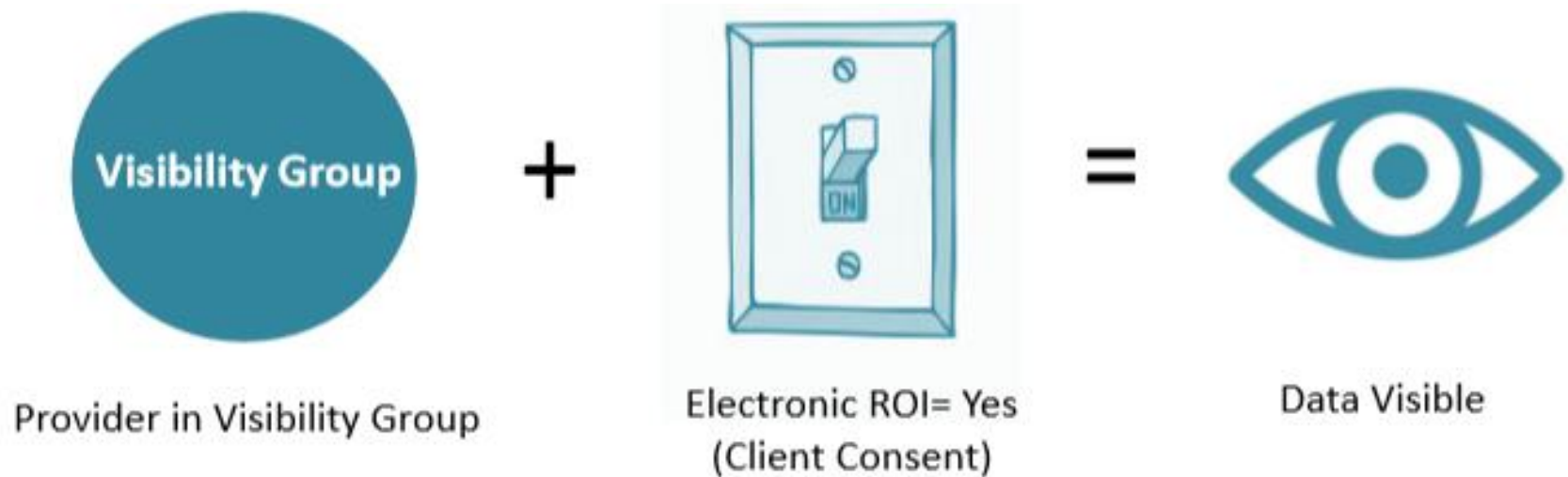
Measure 7b: PH placement and retention

Goal	Increase in percentage of people who exit to or retain permanent housing	
Reported in 2016	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 every project
- Good for one year
- Attach paper copy



**Do
not delete
old/expired
ROIs!**

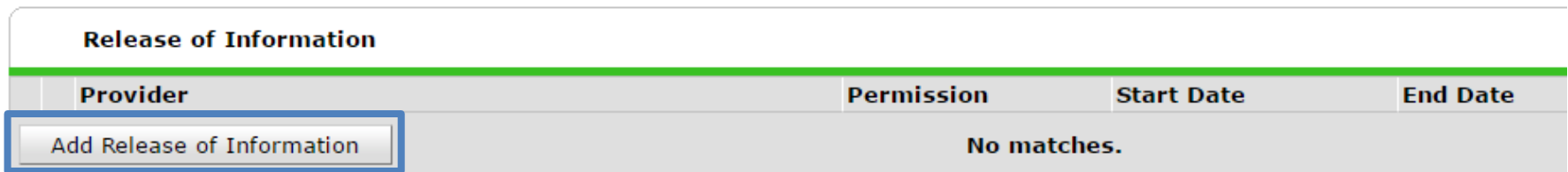
Adding the ROI to a client profile

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



The screenshot shows a client profile for (26) Ball, Lucille. A blue box highlights the text "Release of Information: None" in red. To the right is a "-Switch" button. Below is a navigation bar with tabs: "Client Information", "Service Transactions", "Summary", "Client Profile", "Households", "ROI" (highlighted with a blue box), "Entry / Exit", "Case Managers", and "Case Plans".

- Click “Add Release of Information”



The screenshot shows the "Release of Information" section with a table. A blue box highlights the "Add Release of Information" button. The table has columns for Provider, Permission, Start Date, and End Date. The text "No matches." is displayed in the table area.

Provider	Permission	Start Date	End Date
No matches.			

Adding the ROI to a client profile (cont.)

Release of Information - (26) Ball, Lucille

Household Members

To update Household members for this Release of Information, click the box beside each name.

1 **(5) Married Couple (no children)**

- (26) Ball, Lucille
- (27) Arnaz, Desi

Release of Information Data

2 Provider set to level 5

3 **Provider *** Wisteria Way - Rowan County - Rapid Re-Housing (7018)

3 **Release Granted** Yes

Start Date * 09 / 16 / 2016

4 **End Date *** 09 / 16 / 2017 **4** End date in 1 year in future


Documentation Signed Statement from Client


Witness Andrea Carey

And you are done!

- Current ROI


Client - (26) Ball, Lucille


 (26) Ball, Lucille

Release of Information: **Ends 09/16/2017** 

- Needs new ROI


Client - (26) Ball, Lucille


 (26) Ball, Lucille

Release of Information: **Expired** 

- No ROI

Client - (26) Ball, Lucille

 (26) Ball, Lucille

Release of Information: **None** 

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

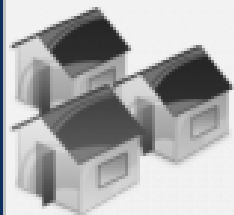
When to Use the EDA Function

FIRST check to see if you need to EDA

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



Connecting Your Community.



NC HMIS

NC-503 Balance of State



March 20, 2017

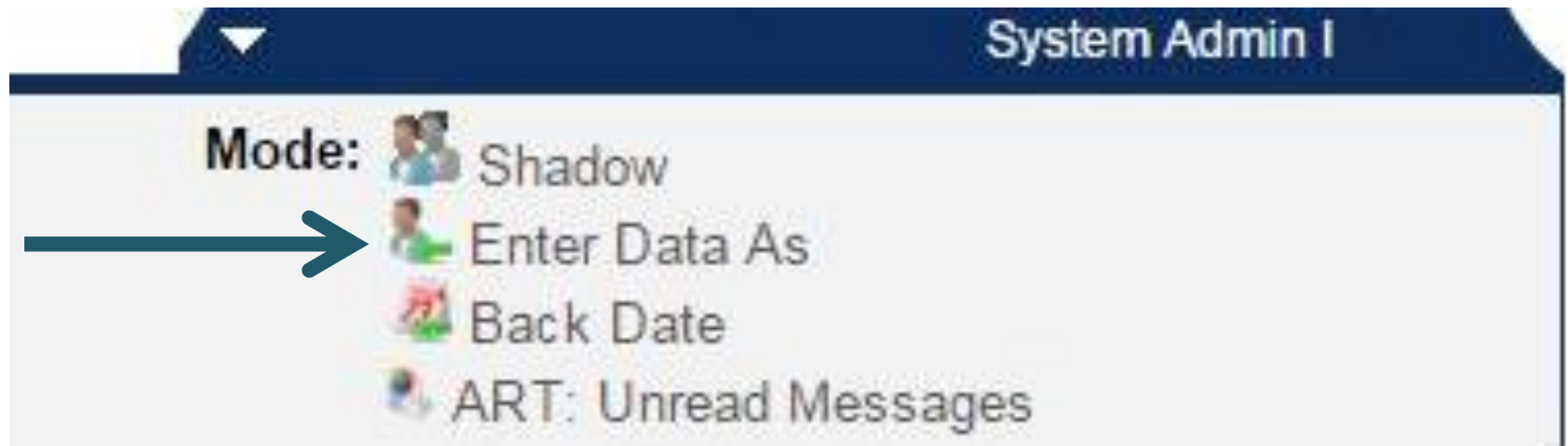


Home > Home Page Dashboard

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

Entry Data - (2) Lax, Henrietta

Household Members



To include Household members for this Entry / Exit, click the box beside each name. Only members from the SAME Household may be selected.

(1) Single Parent

(3) Lax, Harry

(2) Lax, Henrietta

Entry Data - (2) Lax, Henrietta

Provider *

Triangle Family Services - Wake County (1509)

Type *

-Select-

TFS-EHA/NOTCH Graduate Follow-up (4757)

Entry Date *

Triangle Family Services - Wake County (1509)

Triangle Family Services - Wake County - ESG State RR - State ESG (5245)

Triangle Family Services - Wake County - NOTCH II RR (5022)

Triangle Family Services - Wake County - NOTCH Prevention (2090)

Triangle Family Services - Wake County - RRH - City ESG (5244)

Wake County Human Services - Wake County (1471)

Wake County Human Services-Wake County - Voucher - S+C 2011- HUD (5596)

Wake County Human Services- Wake County - Voucher - SPC 2010 BONUS- HUD (5037)

Wake County Human Services - Wake County - Voucher - SPC HOUSING FIRST 2004 - HUD (2122)

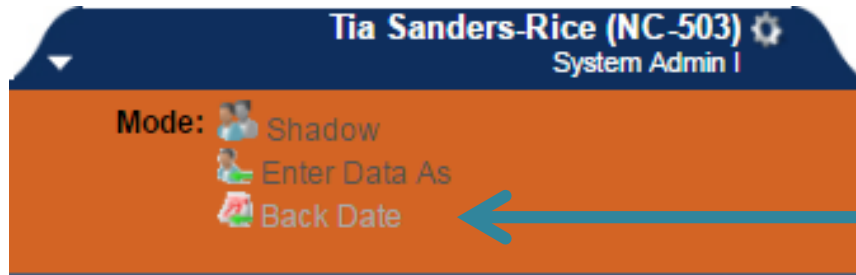
Wake County Human Services-Wake County - Voucher - SPC HOUSING FIRST 2007 - HUD (2123)

Wake County Human Services - Wake County - Voucher - SPC MERGED- HUD (2121)

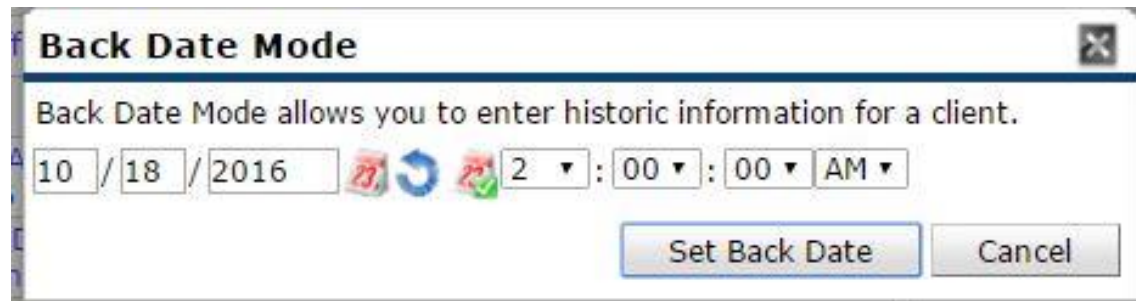
Wake County Human Services - Wake County - Voucher - WCHS VOUCHER PROGRAM (2120)



Backdate if not entering data “live”

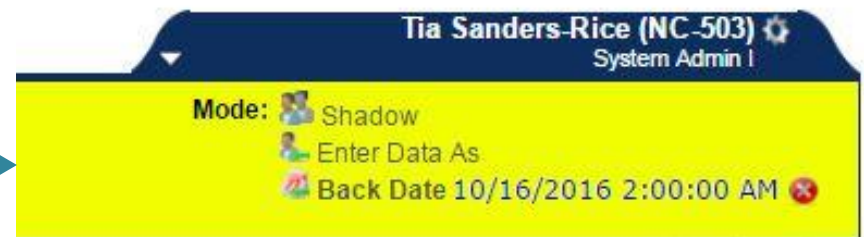


Click Back Date



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

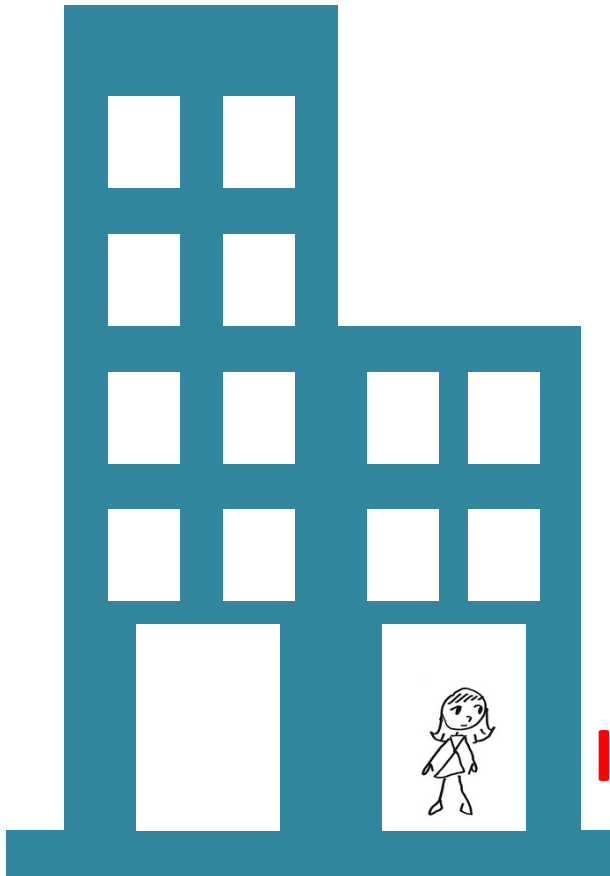


Must be done every year the client is enrolled even if there are no changes



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

The HMIS data standard tutorials cover the following data elements:

- [Intro](#)
- [3.1, 3.2, & 3.3: Name, Social Security Number, and Date of Birth](#)
- [3.4, 3.5, 3.6: Race, Ethnicity, and Gender](#)
- [3.7: Veteran Status](#)
- [3.8: Disabling Condition](#)
- [3.12: Destination](#)
- [3.13 & 3.14: Personal ID & Household ID](#)
- [3.15: Relationship to Head of Household](#)
- [3.16: Client Location](#)
- [4.2, 4.3, & 4.4: Income, Non-cash Benefits, and Health Insurance](#)

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

Data	Newsroom
NC HMIS at NCCEH	
NCCEH HMIS Trainings	
NC HMIS Governance Committee	
HMIS Transition	

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

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



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

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

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