Orange CoC
HMIS Users Meeting

November 2019
Pre-Meeting Tip!

Dashlet Reports can give you KPIs

- No nuance, just whole number of clients
- Options range from:
  - Currently enrolled clients (Entries, no exits)
  - Clients with you listed as Case Manager
  - Clients with Outstanding Referrals/Incoming Referrals
Pre-Meeting Tip!

Counts Report

Outstanding Outgoing Referrals: 0
Outstanding Incoming Referrals: 0

Edit Dashlet

Top-Left

Report Name: Outstanding Incoming Referrals
Description: Lists all outstanding referrals made TO the specified providers during the specified date range. An outstanding referral is one that has not had a service provided, the need status is not 'Closed', the need outcome is not 'Fully Met', and the referral outcome is not 'Accepted', 'Declined', or 'Canceled'.

Filters

Select Dates

Provider Type: System Wide
Provider: Urban Ministries of Durham - Durham County (1562)
Including Subordinates: Yes

Start Date: 11/18/2019
End Date: 11/18/2019
System Updates
Disabling Condition collection note
System Performance Measures

How can we help?
DQ Corrections for SPMs

What’s Next
Welcome

Reminders

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

The chat box is available
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. Edit your name and email as you would like them to appear in the meeting organizer's attendees list.
System Updates
Disabling Condition collection notes

Updates for Disabling Condition splits normal workflow

If the Gateway question changes, you must change the response on the Project Start Assessment (not the Interim Update)
Disabling Condition collection notes

Updates for Disabling Condition splits normal workflow

If the Gateway question changes, you must change the response on the Project Start Assessment (not the Interim Update)

Example: if a client starts without a disabling condition and becomes disabled, make sure the question is accurate on Intake

Change the Yes/No question from the client’s intake
Disabling Condition collection notes

Updates for Disabling Condition splits normal workflow
Understanding our System
Homelessness should be:

**Rare**
- Prevent or divert new episodes of homelessness
- Access resources without a shelter stay

**Brief**
- Reduce length of time while homeless
- Reduce program length of stays
- Increase exits to permanent housing

**Non-recurring**
- Reduce returns to homelessness
- Focus on housing stability
- Create access to resources without another shelter stay
“Ships don’t sink because of the water around them, they sink because of the water that gets in them.”
What HMIS client data is included?

October 1, 2018 to September 30, 2019

October 1, 2016 to September 30, 2018
(up to 24 months before current year)

Any person who entered SO, ES, SH, TH, RRH and/or PSH during the reporting period

Data are reported as individuals and persons in families
Data quality impacts the SPMs

**Coverage**
Include as many homeless service providers in the community in HMIS as possible

**Utilization**
Bed utilization rates must be between 65% to 105%

**Data Quality**
Data entry is timely
Low rate of missing data
Data reflects what is accurate
Discrepancies have been identified and addressed
System Performance Measures

1. Length of Time Homeless
2. Return to Homelessness
3. Number of Homeless
4. Increase in Income
5. First Time Homeless
6. Exits and Retention of PH

NCCEH
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’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
1 Length of Time Homeless

ES Program
Entry 12/1/15
Exit 12/31/15

TH Program
Entry 1/1/16
Exit 6/1/16

30 + 152 = 182
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 within two previous years

Goal
Decrease in the percent of persons who return to homelessness
2 Returns to Homelessness

Did the client really exit to permanent housing?

Client is a homeless project → Client exits homelessness to a permanent housing destination → Client is no longer housed and returns to homelessness
2 Returns to Homelessness

A return is only after an exit to permanent housing

- **1/14/18**: Project Entry
  - Prior Living Situation: Hospital

- **1/15/18**: Project Exit
  - Destination: Emergency Shelter

- **2/15/18**: Project Start
  - Prior Living Situation: Emergency Shelter

- **4/16/18**: Project Exit
  - Destination: Rental by client with RRH ongoing subsidy

- **11/18/18**: Project Start
  - Prior Living Situation: Place not mean for habitation

- **1/19/19**: Project Exit
  - Destination: Staying with friends, temporary
Definition

(1) The number of sheltered and unsheltered homeless persons counted as homeless on the Point in Time night

(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
PIT Night Count

Unsheltered + Sheltered

HMIS Annual Data

All clients who entered a homeless project during the reporting period
4 Increase to Income

Definition
The change in the number of clients with employment and income growth for CoC funded programs

Goal
Increase Job and Income Growth for more stable housing
4 Increase to Income

12/14/18
Project Entry
Income:
$250 Earned / month

5/15/19
Project Entry
Income:
$250 Earned + $775 SSI / month

1 Client Increased Income
Increase to Income

Income: $250 Earned / month
2/18/19
No Income

Income: $250 Earned + $775 SSI / month
5/15/19
1 Client
Increased Income

Income: No Income / month
9/3/19
0 Clients
Increased Income
1 of 4 clients increased Income

25%
Definition

The number of clients enrolled in Safe Haven, Emergency Shelter, or Transitional Housing who do not have enrollments in the previous two years

Goal

Decrease number of newly homeless clients
5 First Time Homeless

No record in ES or TH during previous two years

Clients in ES or TH this year
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
7b.1 Change in exits to permanent housing destinations
7b.2 Change in exits to or retention of permanent housing
7b.2 Change in exits to or retention of permanent housing

- **10/1/2016** to **10/30/2019**: PSH Project Entry

- **9/30/2019** to **9/30/2019**: In PSH Project
  - Still enrolled at end of reporting period
SPM Reports in ART

• Run the 0700, 0700.1b, 0703, 0706 for your agency/projects
Are we submitting accurate data?
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
Data **must** be cleaned prior to submission

The next slides will show the most common red flags and how to resolve them in ServicePoint

- Missing Data
- Incomplete or Conflicting Sub-assessments
- Unexited or Overlapping Clients
### Missing data

**Error information**
- UDEs were not pulled into HMIS report at client entry, interim and/or exit

**How do I find this error?**
- Run the 0640 Data Quality Framework report in ART
  - Review the client detail tab
- Run the APR or CAPER report on Dashboard
  - Review the error counts
## Incomplete or Conflicting Sub-assessments

<table>
<thead>
<tr>
<th>Error information</th>
<th>Incomplete HUD verification on disability, income, benefits and/or health insurance sub assessments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How do I find this error?</strong></td>
<td>Run the 0252 Data Completeness Report Card EE in ART</td>
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<tr>
<td></td>
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<td><strong>How do I fix this error?</strong></td>
<td>Review client file for documents verifying disability, income, benefits and/or health insurance</td>
</tr>
<tr>
<td></td>
<td><img src="exclamation.png" alt="" /> Remember: Missing data is ALWAYS better than inaccurate data</td>
</tr>
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</table>
Update and annual Assessment

PART II: SUB-ASSESSMENTS
**HMIS Data Collection Stages**

- **Record Creation**: When client record is created
- **Project Start**: At every project start
- **Update**: At multiple points during project enrollment
- **Annual Review**: Recorded no more than 30 days +/- the anniversary date of the HoH’s Project Start Date
- **Project Exit**: At every project exit
- **Post Exit**: Follow-up after project exit

*All Permanent Housing projects must record Move-in dates as an Interim Review – Update*
How to Change Sub-assessments

Disability, Health Insurance, Income and Non-Cash Benefits can be changed in

• Interim Updates
• Interim Annual Assessments
• Exit Assessments
• Post-Exit Follow-ups
# How to Change Sub-assessments Reference Table

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

Example A
Wilson Smith has no income at project start Oct 31st, but has $734 SSI income at your meeting on Nov 10th.

Steps to Update
1. Use Enter Data As for the right project and Backdate to 11/10/17
2. Go to Wilson’s Entry/Exit tab and Add an Interim Update
3. Update the Gateway question to Yes
How to Change Sub-assessments

4. Click Add for a new SSI response

5. Complete Income Source information

<table>
<thead>
<tr>
<th>Monthly Income</th>
<th>Monthly Amount</th>
<th>Source of Income</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Se42</td>
<td>SSI (HUD)</td>
</tr>
<tr>
<td>Recieving Income Source?</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Start Date</td>
<td>11/10/2017</td>
<td></td>
</tr>
<tr>
<td>End Date</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
How to Change Sub-assessments

6. Now check that the Gateway, Sources and HUD Verification all align and are correct
How to Change Sub-assessments

Example B
John Smith is receiving $734 SSI income at project start Oct 31\textsuperscript{st}, but his SSI income has increased to $786 at your meeting on Nov 10\textsuperscript{th}.

Steps to Update

1. Use Enter Data As for the right project and Backdate to 11/10/17
2. Go to John’s Entry/Exit tab and Add an Interim Update
3. Find the SSI Income Source and click the pencil icon to edit
How to Change Sub-assessments

4. Set the end-date to the day before the Backdate mode, Nov 9th.

5. Click Add for a new SSI response.
How to Change Sub-assessments

6. Complete Income Source information
How to Change Sub-assessments

7. Now check that the Gateway, Sources and HUD Verification all align and are correct
# Incomplete or Conflicting Sub-assessments

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**⚠️ Remember: Missing data is ALWAYS better than inaccurate data** |
### Unexited clients

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<td>How do I find this error?</td>
<td>Run the 0216 Unexited Clients Exceeding Max Length of Stay report</td>
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<td>- Review Question 22 Length of Participation (in days)</td>
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Unexited clients

How do I fix this error?

Review client file, consult with other staff to get information about date of client exit

Exit client from project using Enter Data As and Backdate mode
Overlap in different projects

Overlapping start dates
  • Among different projects

<table>
<thead>
<tr>
<th>Program</th>
<th>Type</th>
<th>Entry Date</th>
<th>Exit Date</th>
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<tbody>
<tr>
<td>Wisteria Way Housing- Lee County -TH (5551)</td>
<td>HUD</td>
<td>08/04/2017</td>
<td>08/07/2017</td>
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<tr>
<td>Heading Home Housing - Rowan County - Emergency Shelter - State ESG (7124)</td>
<td>HUD</td>
<td>08/01/2017</td>
<td>08/06/2017</td>
</tr>
</tbody>
</table>

Showing 1-2 of 2
Where can I find the 0640 Report?

<table>
<thead>
<tr>
<th>Public Folder</th>
</tr>
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<tbody>
<tr>
<td>- AHAR Tools</td>
</tr>
<tr>
<td>- APR Supports</td>
</tr>
<tr>
<td>- Coordinated Care Reports</td>
</tr>
<tr>
<td>- Data Quality Reports</td>
</tr>
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<td>- Demographics Reports</td>
</tr>
<tr>
<td>- HUD Project (Supplemental) Reports</td>
</tr>
<tr>
<td>- Outcome Reports</td>
</tr>
<tr>
<td>- System Administrator Reports</td>
</tr>
<tr>
<td>- Youth Reports</td>
</tr>
<tr>
<td>- 1-Reports for end users</td>
</tr>
<tr>
<td>- ART Gallery Reports and Resources</td>
</tr>
<tr>
<td>- ART Gallery Report Manuals</td>
</tr>
<tr>
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</tr>
<tr>
<td>- 0629 - Housing Inventory Count - v16</td>
</tr>
<tr>
<td>- 0630 - Sheltered-Unsheltered PIT 2018 - v21</td>
</tr>
<tr>
<td>- 0631 - HUD CoC APR Detail - v24 (Retired 2017.10.13)</td>
</tr>
<tr>
<td>- 0635 - NOFA CoC Application Section 2D - v12</td>
</tr>
<tr>
<td>- 0640 - HUD Data Quality Report Framework - v6</td>
</tr>
<tr>
<td>- 0650.00 - Salvation Army National Statistical System Report (NSS) - v10</td>
</tr>
<tr>
<td>- 0700 - Length of Time Persons Homeless-Metric 1 - v4</td>
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<tr>
<td>- 0700.1b - Length of Time Persons Homeless-Metric 1 - v4</td>
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<tr>
<td>- 0701 - Exits to Permanent Housing with Return to Homelessness, Metric 2 - v5</td>
</tr>
</tbody>
</table>
Schedule the 0640 Report
0640 Report Prompts

ART Report

Prompts

Fill out each of the prompts below *

Select Provider(s):
Select Provider CoC Code(s):
Select Reporting Group Name:
EDA Provider
Enter effective date
Enter Start Date:
Enter End Date PLUS 1 Day:

Select your specific project(s)
Leave blank
Leave blank
Select your specific project or leave as default
Enter your End date + 1
Enter your Start date
Enter your End date + 1
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Unexited clients can create overlaps

Overlapping start dates among different projects

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Showing 1-2 of 2
Sure glad the hole isn’t at our end.
LOT homeless → \# Homeless → Exits to PH → Returns → New Entries
Improving System Performance Measures

Reduce the number of people becoming homeless

Measure 2

Returns to homelessness

Measure 1

Length of time homeless

Eliminate Homelessness

Measure 3

Number of homeless persons

Measure 5

First time homeless

Measure 7

Successful placement and retention of housing

Measure 6

Stabilizing people in homeless Category 3

Measure 4

Job and income growth

Help people become quickly and stably housed
What’s Next
## What’s Next Calendar

<table>
<thead>
<tr>
<th>Due</th>
<th>Report/Event Name</th>
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<tr>
<td>Nov 18&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Orange CoC HMIS Users Meeting</td>
</tr>
<tr>
<td>Dec 16&lt;sup&gt;th&lt;/sup&gt;</td>
<td>December Orange CoC HMIS Users Meeting (Webinar)</td>
</tr>
<tr>
<td>October - February</td>
<td>System Performance Measures Reports</td>
</tr>
<tr>
<td>January – March</td>
<td>Point in Time / Housing Inventory Count Reports</td>
</tr>
</tbody>
</table>
Contact NCCEH
hello@ncceh.org
919.755.4393

Contact NCCEH Data Center Help Desk
hmis@ncceh.org
919.410.6997