

Durham HMIS Users Meeting

March 2019



NC COALITION to
end
HOMELESSNESS

March Agenda

System Updates

- Global Visibility issue
- HMIS@NCCEH Launch update
- Point in Time and Housing Inventory Count updates

What's this mean?

- System Performance Measures (SPMs)

How can we help?

- [Data Collection Stages Explained](#) (esp. Permanent Supportive Housing)

What's Next



System Updates

Global Visibility Issue, HMIS@NCCEH Launch, and PIT/HIC

Global Visibility Issue & Corrective Action Plan

2018 Discovery: Visibility for some clients extended beyond the Agency

- Agencies potentially impacted received an email last week

NCCEH Data Center has completed these tasks on your behalf:

1. Ensured that the “Global” Visibility Group has been removed from all data elements in the system except for the “Client”
2. Verified that your provider page visibility settings in HMIS do not share additional data elements beyond your Agency

HIPAA Covered Entities should complete an additional internal audit



HMIS@NCCEH Launch

Launch Date?

No, not yet.

How to prepare?

Keep collecting and entering data! Keep an eye out for new agreements to be sent via DocuSign emails.

What is NCCEH doing?

Reviewing the demo site (the test run of the NC HMIS copy) for Quality Assurance.



Point in Time & Housing Inventory Count

Point in Time & Housing Inventory Count

Reminders:

0628 HIC Report for Permanent Housing projects requires Client Location

Select which CoC the Head of Household is staying in at every data collection point (Start, Interim, or Exit)

ANSWER Client Location for Head of Household only!

Client Location

-Select-



Point in Time & Housing Inventory Count

Reminders:

Client Entries, Interims, and Exits are required for all projects

- Different project types use Entries (Project Start) differently

Issues seen in PIT/HIC data

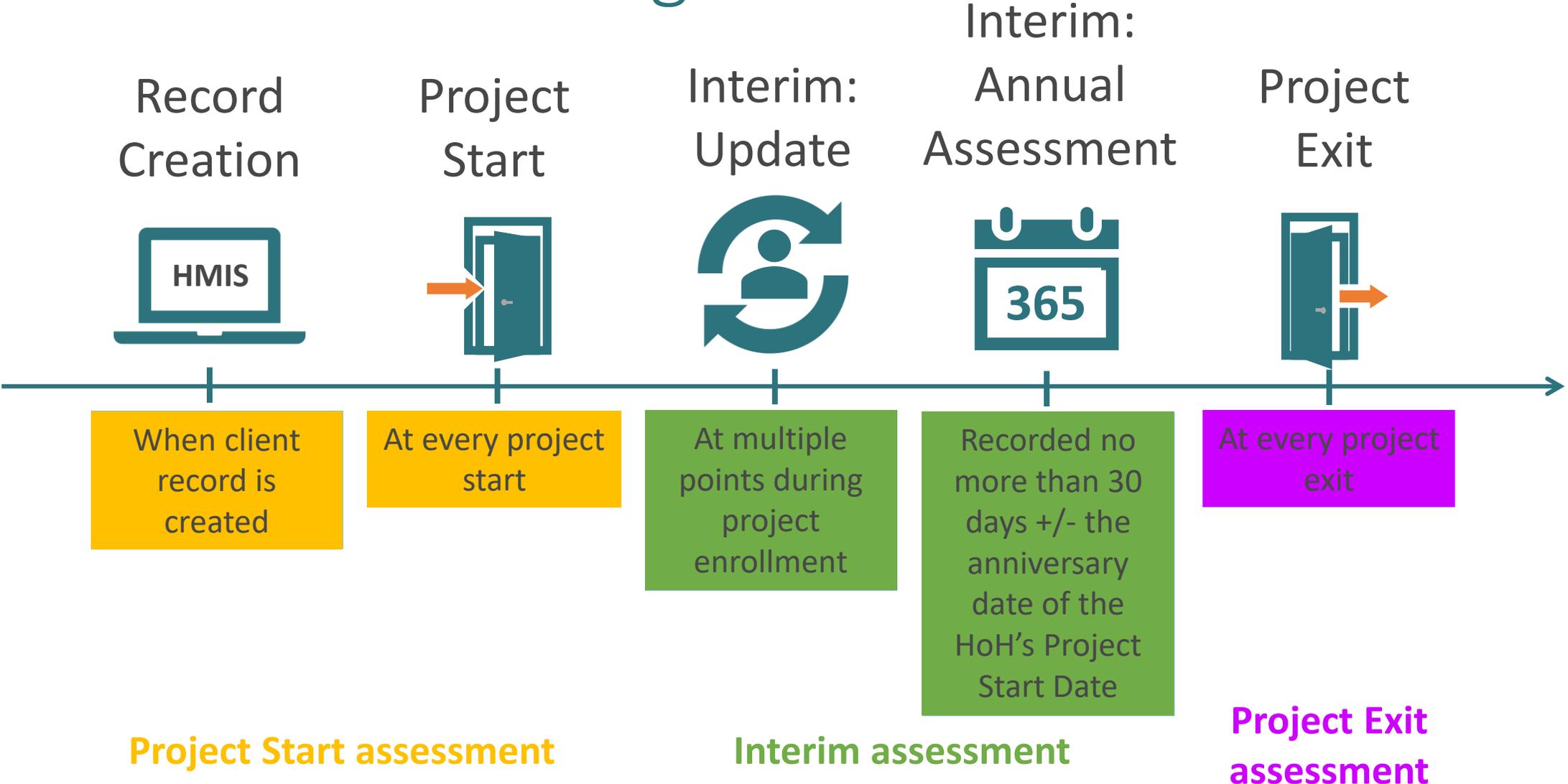
- Inaccurate Start Dates for Permanent Housing Projects
- Missing or Inaccurate Housing Move-In Dates for Permanent Housing Projects
- Missing or Inaccurate Annual Assessments for Sheltered and Permanent Housing Projects
- Missing or Inaccurate Exits for Sheltered Projects



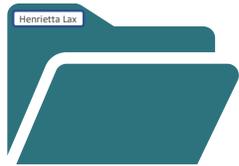
Data Collection Stages

with Project Start Date and Project Exit Date

Data Collection Stages



Data Collection Stage: Record Creation



What

Creates the client profile and contains data elements collected once or are unlikely to change



Who

All clients



Collection Notes

Each client should have one Record Creation point in a given database, but may have more than one project start, etc.



Data Collection Stage: Project Start



What

When the most data elements are collected through an Entry Assessment (aka Intake) to establish the client's initial status



Who

All clients



Collection Notes

Once collected at Project Start, data changes should not be edited on the Entry but through an Update or Annual Assessment

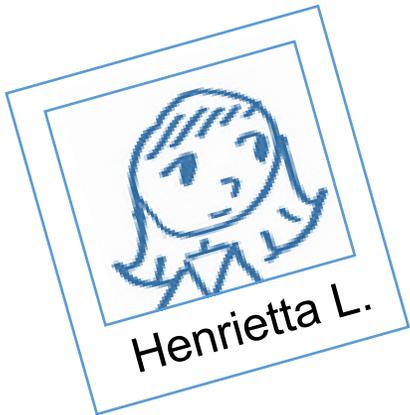


Project Start Date



What

Determines the beginning of client participation in a project
A “snapshot” of the client on their first day



Collection Notes

Data should reflect the client’s status on day 1 of their entry into a project
Different for each project type



Project Start Date



Who

All clients



Data Collection Stage

On Project Start Assessment

Project Start Date

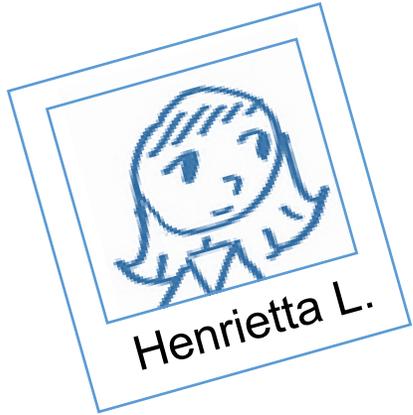


Collection Notes

Project Type	When do I enter Project Start?
Street Outreach (SO)	First contact between client and outreach worker
Residential homeless (ES, TH)	First night the client sleeps in a bed
Permanent Housing (RRH, PSH)	The date when an eligible client accepts offer of available services
All Other (SSO, HP)	First services delivered to client

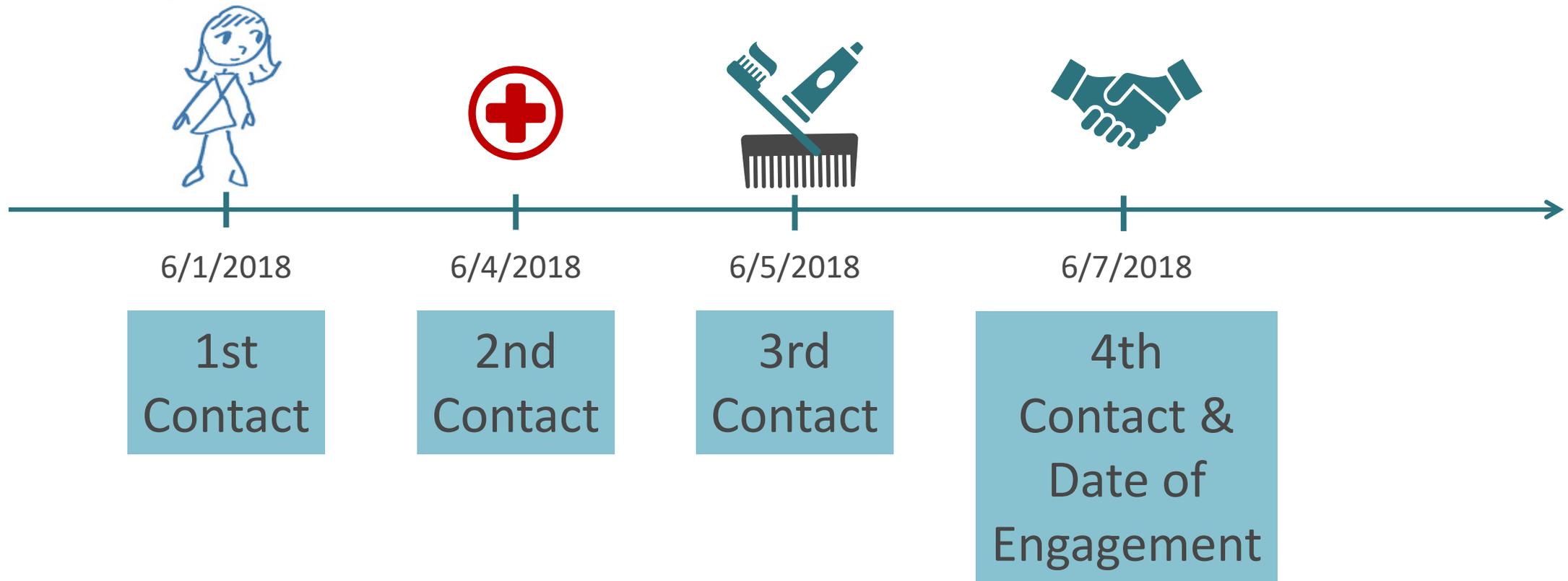


Meet Henrietta

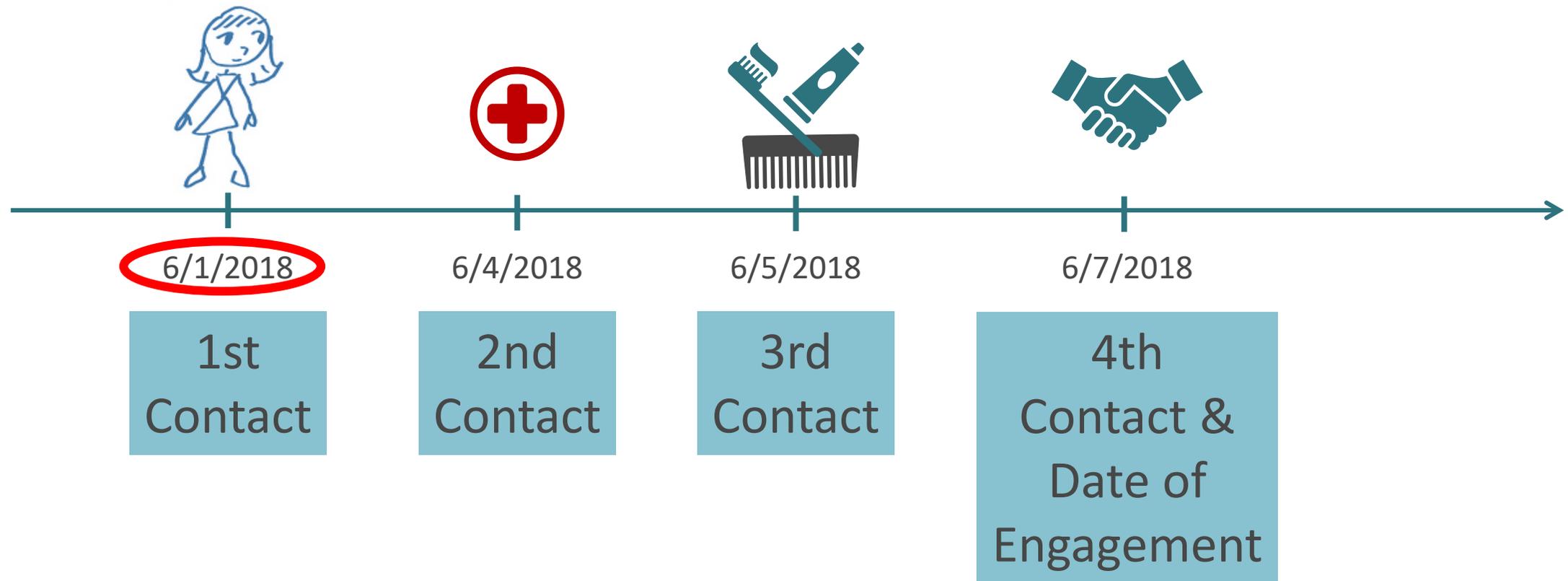


Henrietta is our example client to illustrate real-life context for HMIS data collection and data entry.

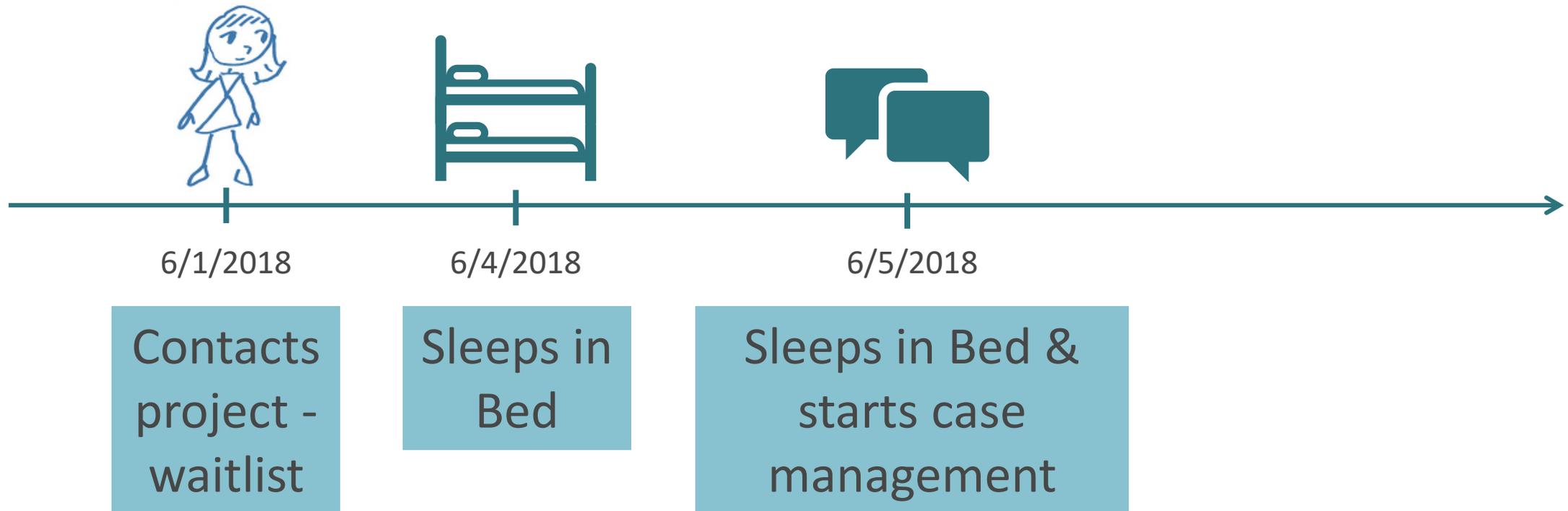
Project Start Date: Street Outreach



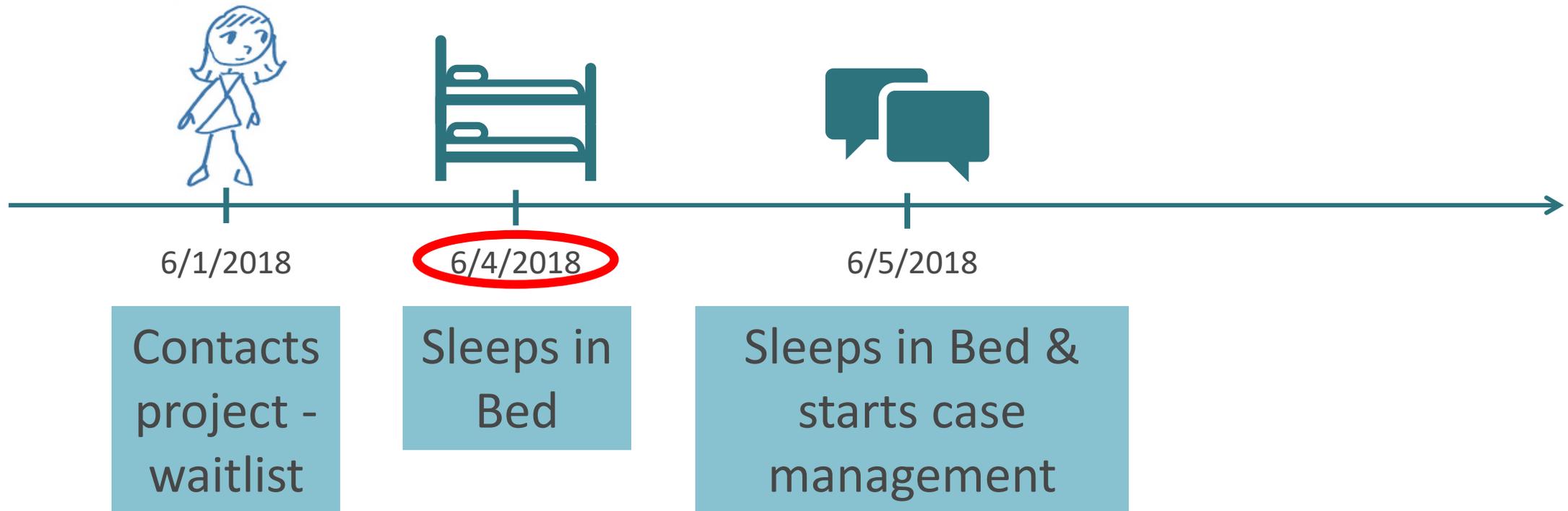
Project Start Date: Street Outreach



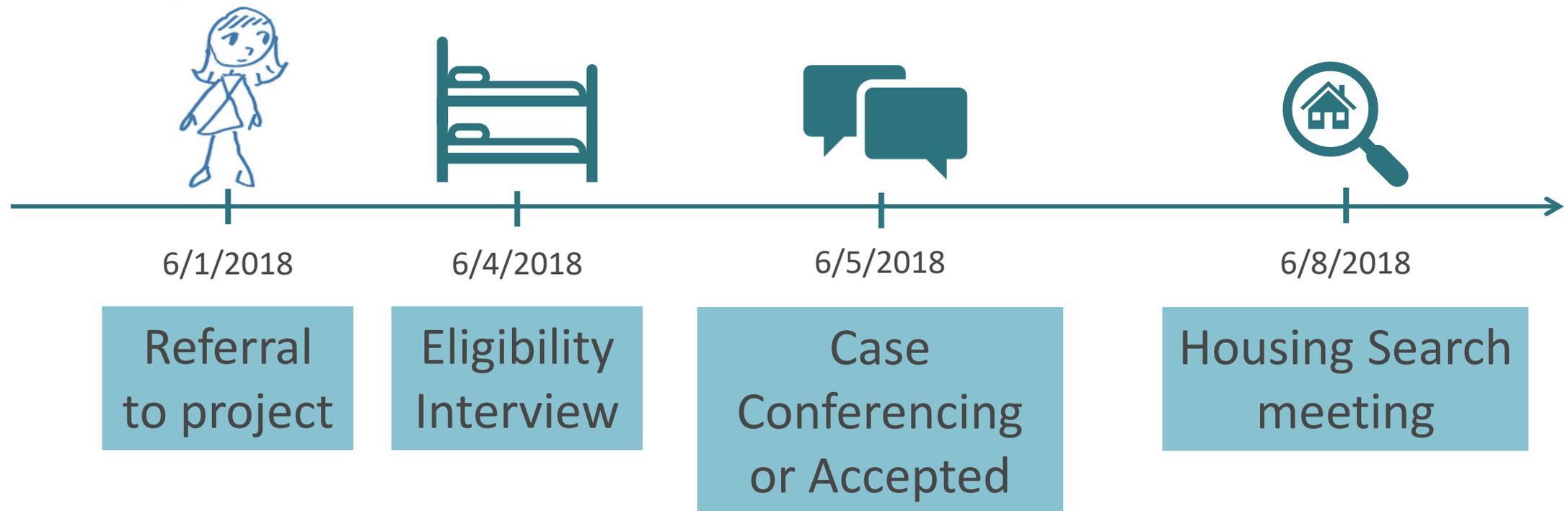
Project Start Date: Residential Homeless Projects (ES, TH)



Project Start Date: Residential Homeless Projects (ES, TH)



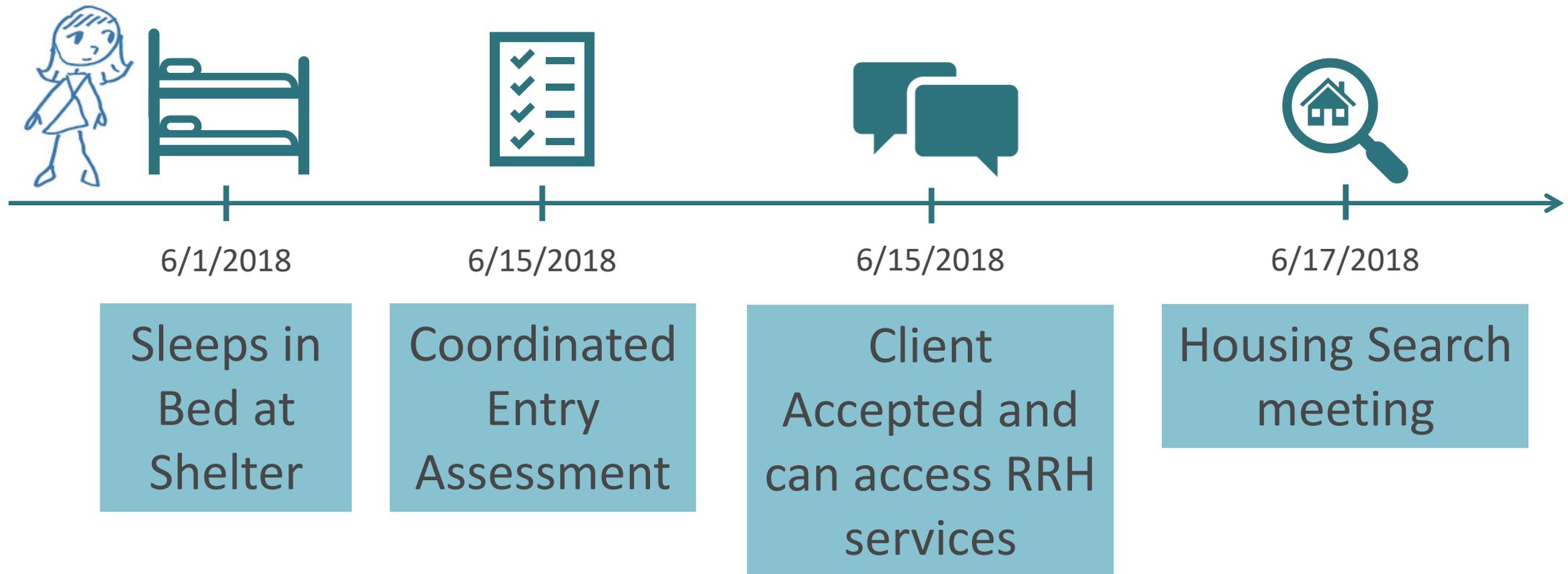
Project Start Date: Permanent Housing (RRH, PSH)



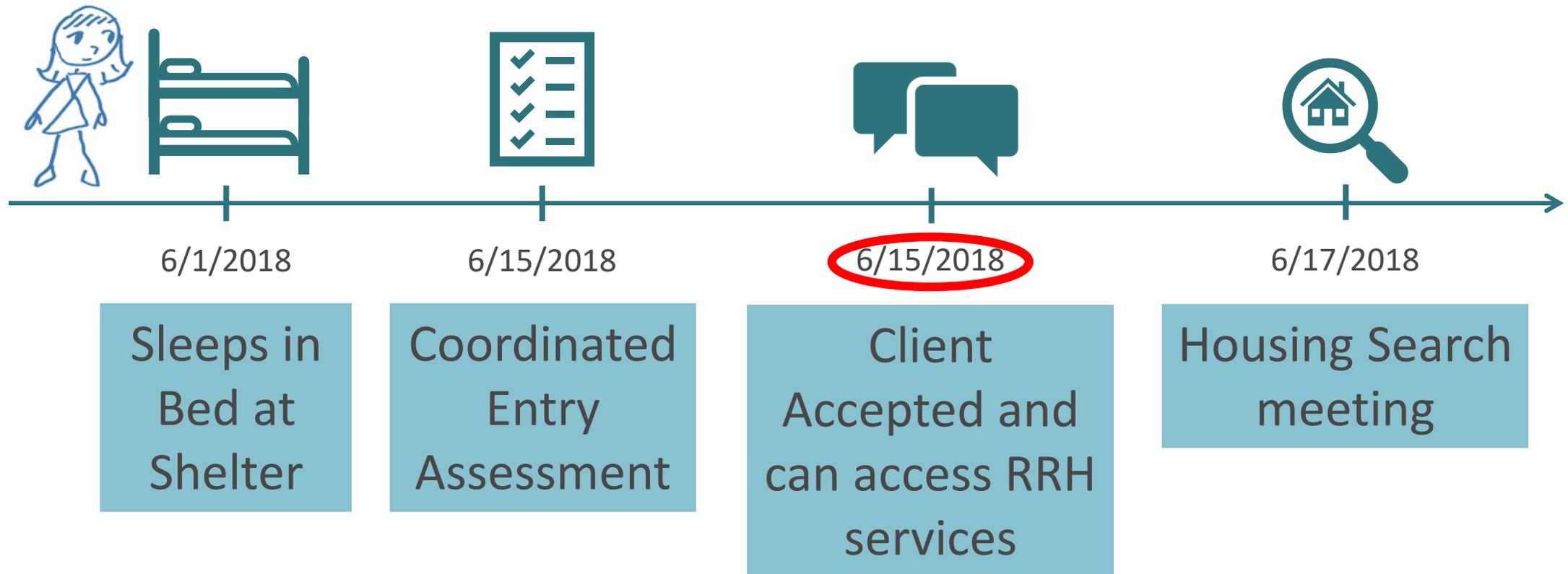
Project Start Date: Permanent Housing (RRH, PSH)



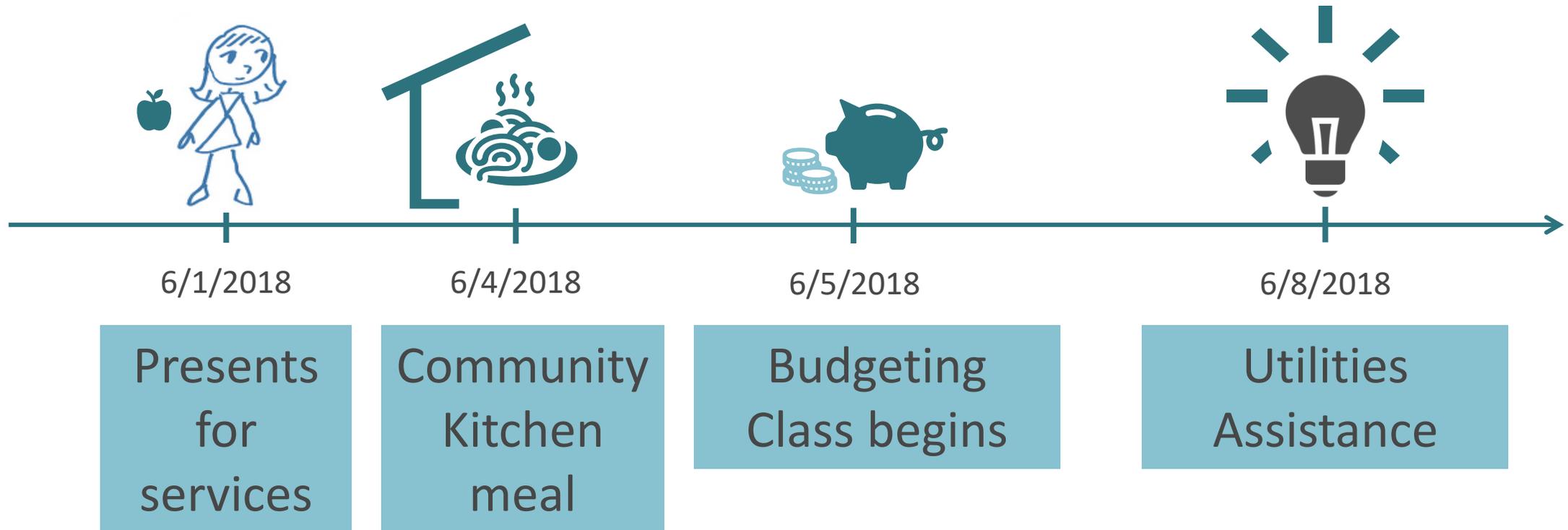
Project Start Date: Permanent Housing (RRH, PSH) from Shelter



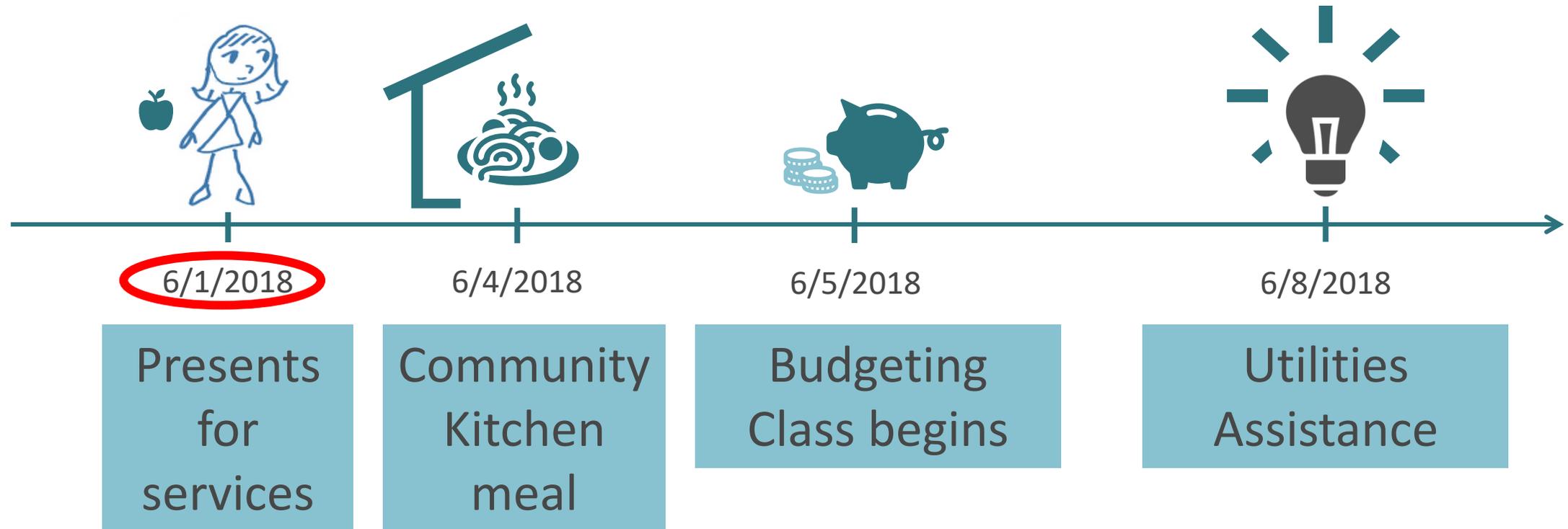
Project Start Date: Permanent Housing (RRH, PSH) from Shelter



Project Start Date: All Other projects (HP, SSO)



Project Start Date: All Other projects (HP, SSO)



Data Collection Stage: Interim Update



What

When elements are collected at multiple points during project enrollment in order to track changes over time or entered to record activities as they occur



Who

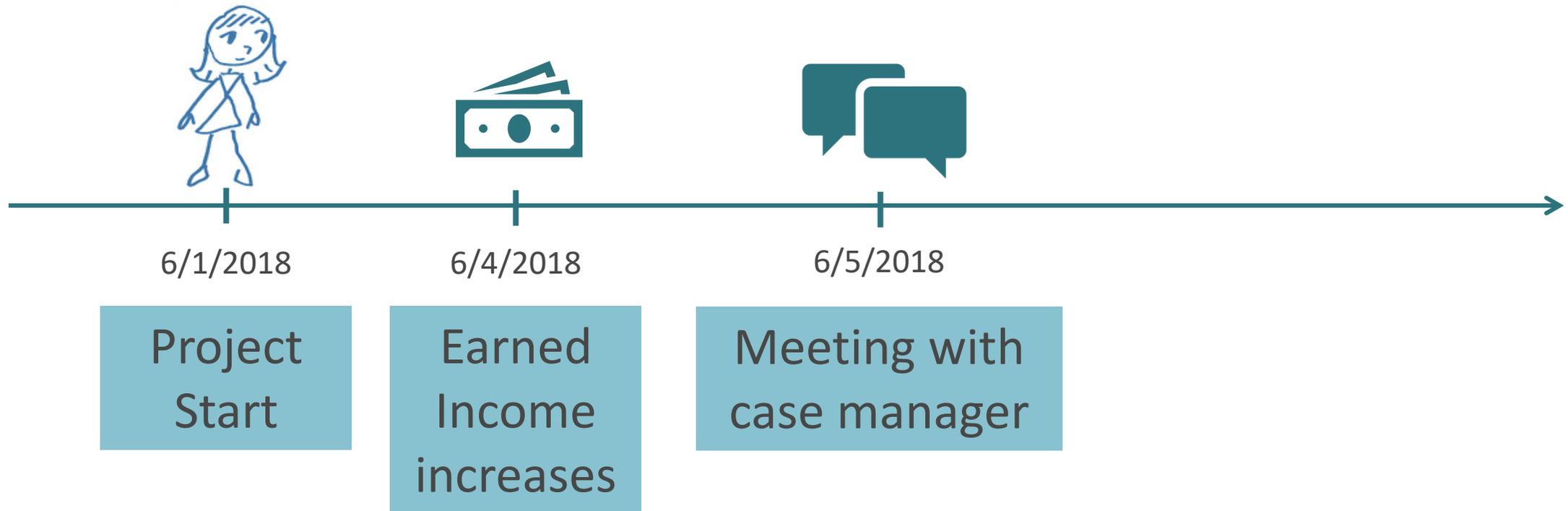
All clients



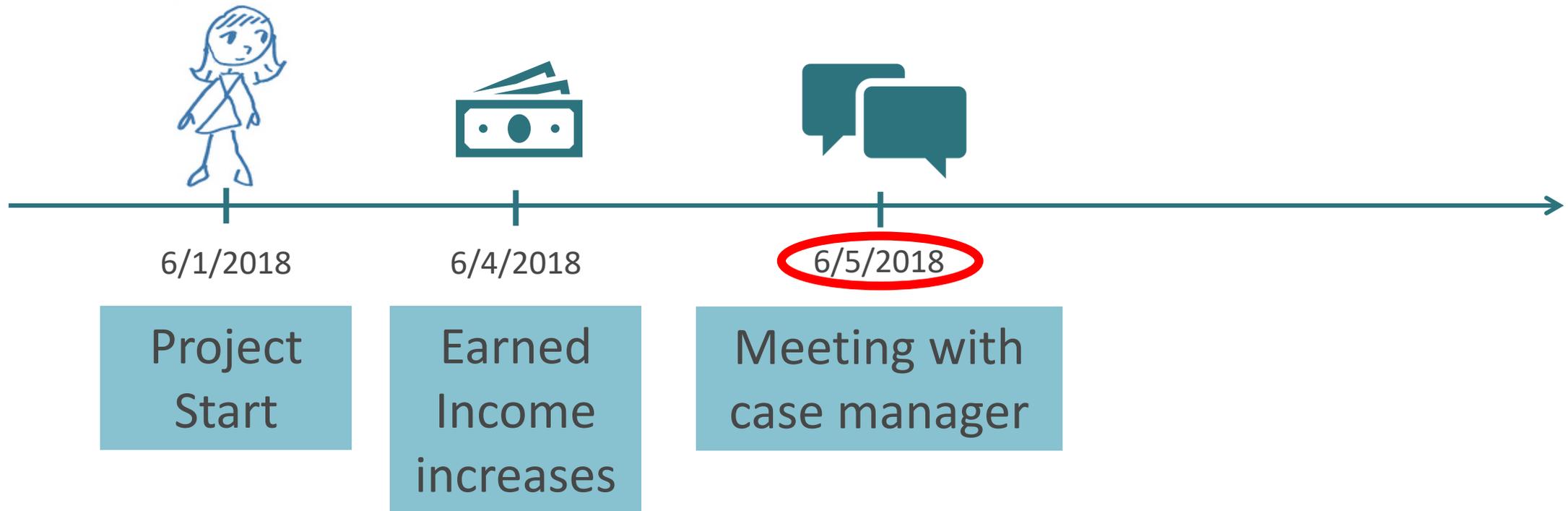
Collection Notes

This is the only collection stage to record Housing Move-In dates.

Interim Update: What is the date of the Interim?



Interim Update: What is the date of the Interim?



Data Collection Stage: Interim Annual Assessments



What

When clients have been enrolled in a single project for 365+ days, the current context or any changes must be recorded here



Who

All clients



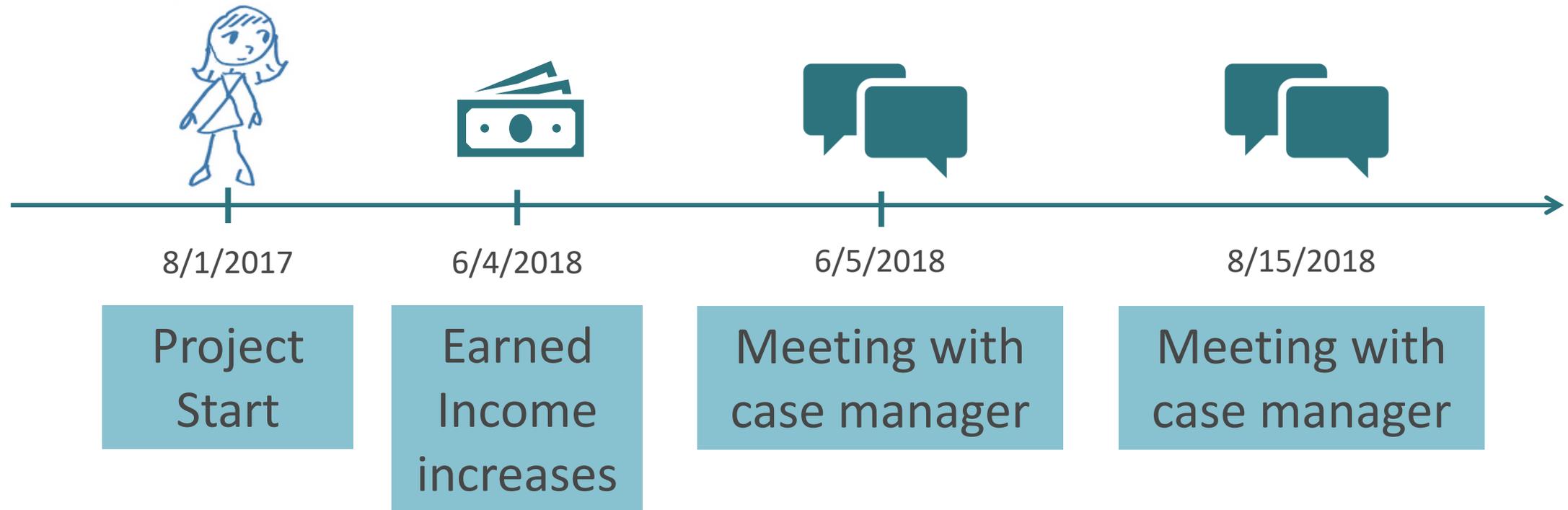
Collection Notes

Anniversary dates are drawn from the Head of Household's Project Start Dates

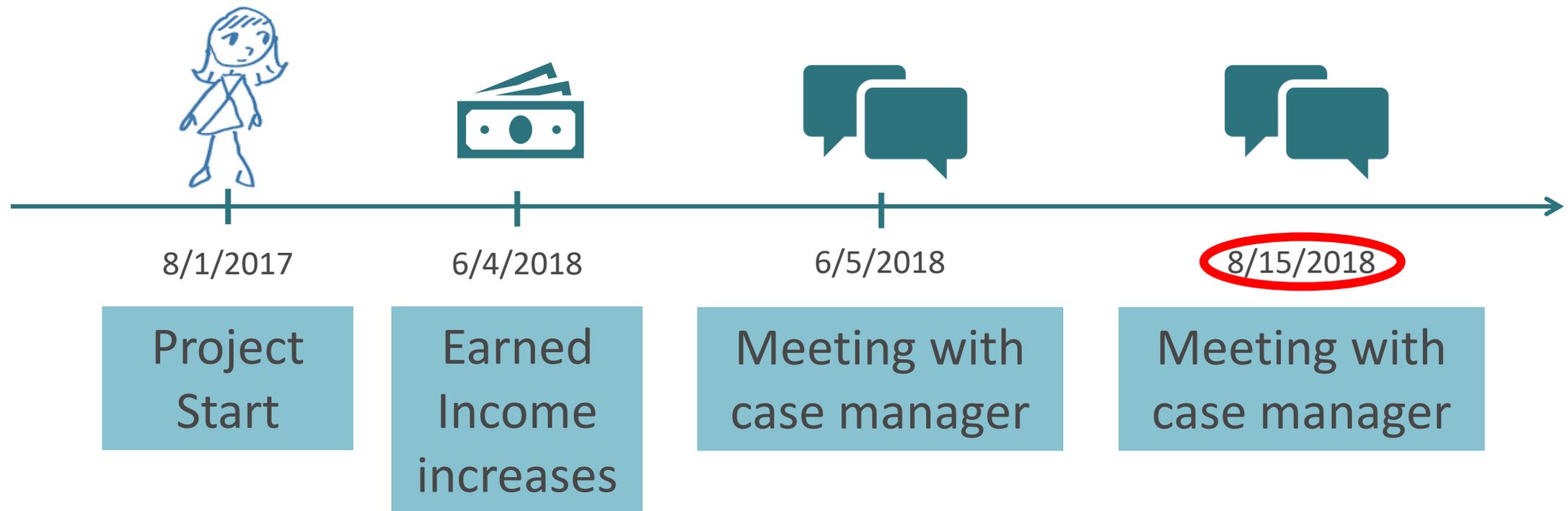
Annuals must be recorded (for all clients) 30 days before or 30 days after the Head of Household's Anniversary date



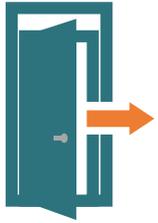
Interim Annual Assessment: What is the date of the Interim?



Interim Annual Assessment: What is the date of the Interim?



Data Collection Stage: Project Exit



What

When the last data elements are collected through an Exit Assessment (aka Exit Interview) to establish the client's basic context and destination



Who

All clients



Collection Notes

Data should reflect the client's status on the last day of their entry into a project

This final stage demonstrates the impact projects have had on clients since their Project Start



Project Exit Date

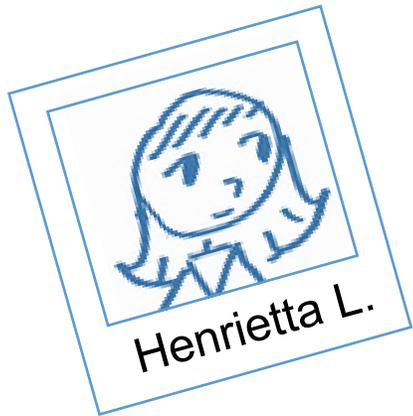


What

Determines the end of client participation in a project

A “snapshot” of the client on their last day

Contains the essential outcome element Destination and the last check on the client’s context



Collection Notes

Different for each project type



Project Exit Date



Who

All clients



Data Collection Stage

On Exit Assessment



Project Exit Date



Collection Notes

Project Type	When do I create an exit?
Street Outreach (SO)	Client enters another project or finds housing, finds another outreach project, is deceased, or outreach worker cannot find and client has no contacts for 90 days
Residential homeless (ES, TH)	When a client leaves the bed and does not return that night
Permanent Housing (RRH, PSH)	When services end and client is no longer official participant on caseload
All Other (SSO, HP)	When the last services delivered to client



Name that Exit Destination!

Whoever can name the most Exit Destinations within each type, wins!

- Other/Null
- Temporary
- Permanent

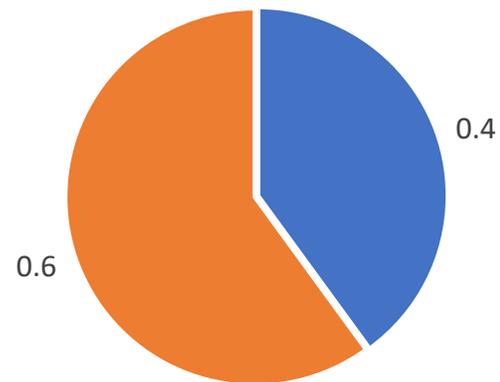


Point in Time & Housing Inventory Count

Reminders:

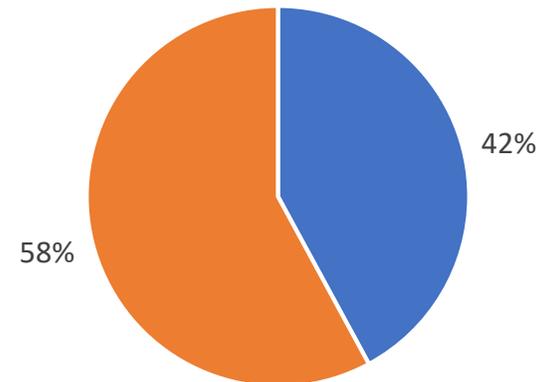
Once you've worked with Data Center staff to correct errors, we'll send you the link to submit Final Reports. Help us by confirming the data through this submission!

HMIS Sheltered



■ Final ■ In-progress

HMIS Permanent Housing



■ Final ■ In-progress



System Performance Measures

What do we know?

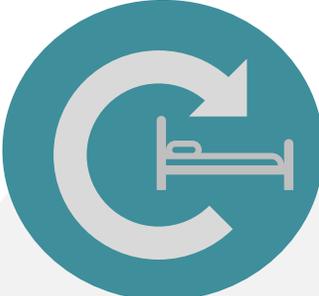
Can you name any of HUD's System Performance Measures?



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

Length of Time Homeless (LOTH)

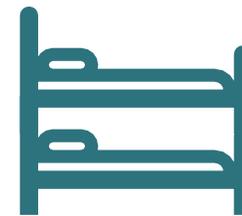
What is LOTH?

Length of Time + Homeless

of Days



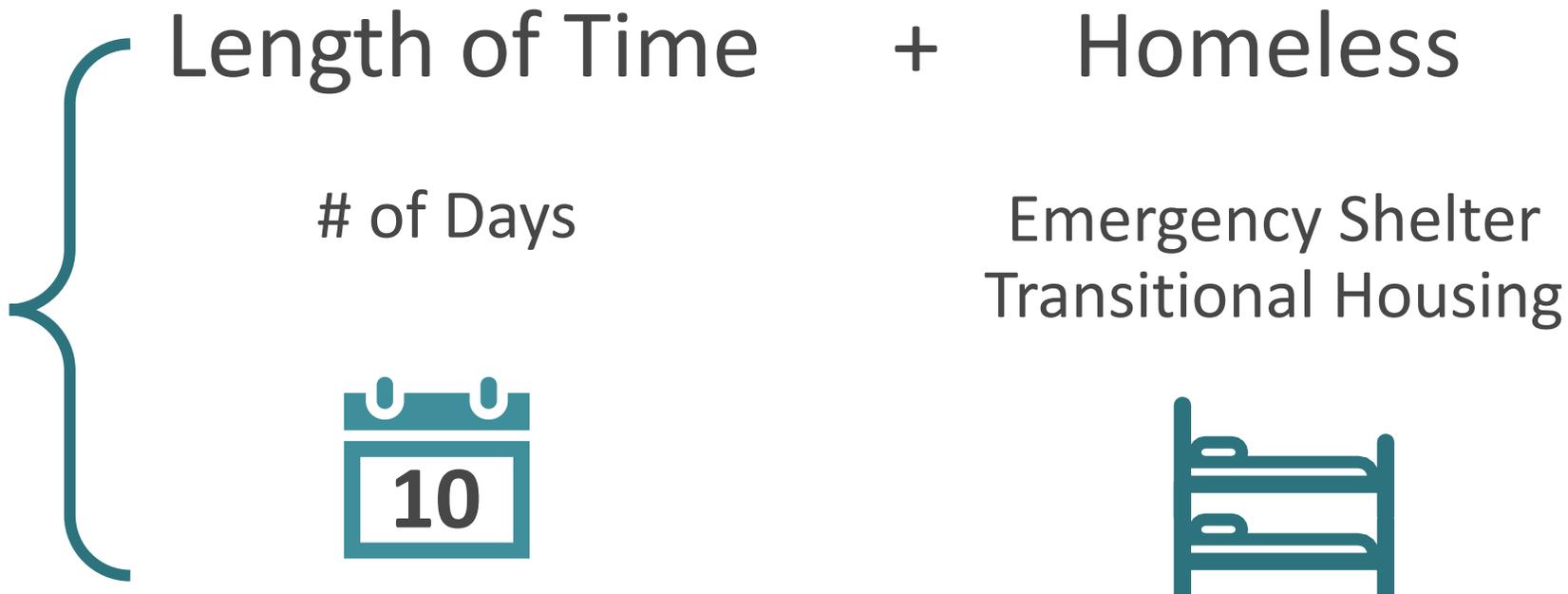
Emergency Shelter
Transitional Housing



Length of Time Homeless (LOTH)

What is LOTH?

Clients in 1
year period,
AND looking
back 1 year
before the exit



Length of Time Homeless (LOTH)

All days in Shelter or Transitional Housing are counted during:

the lookback year & the report year
(based on client exit date) (10/1/2017 – 9/30/2018)



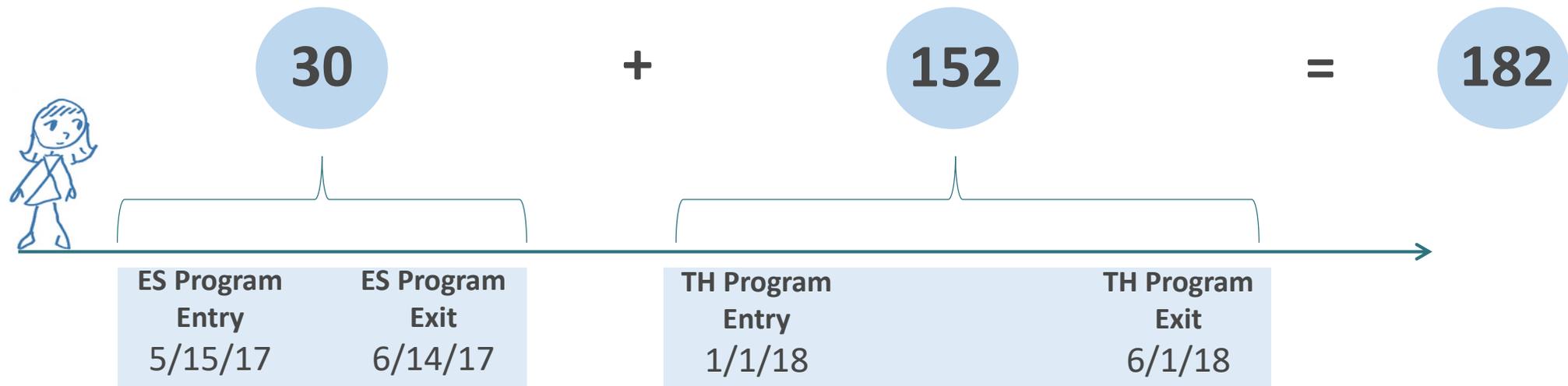
Length of Time Homeless (LOTH)

All days in Shelter or Transitional Housing are counted during:

the lookback year
(based on client exit date)

&

the report year
(10/1/2017 – 9/30/2018)



Length of Time Homeless (LOTH)

If a client stayed in Shelter or Transitional Housing before or after the lookback year (based on client exit date) and the report year (10/1/2017 – 9/30/2018), those days are not counted.



Length of Time Homeless (LOTH)

If a client stayed in Shelter or Transitional Housing before or after the lookback year (based on client exit date) and the report year (10/1/2017 – 9/30/2018), those days are not counted.



30



119

=

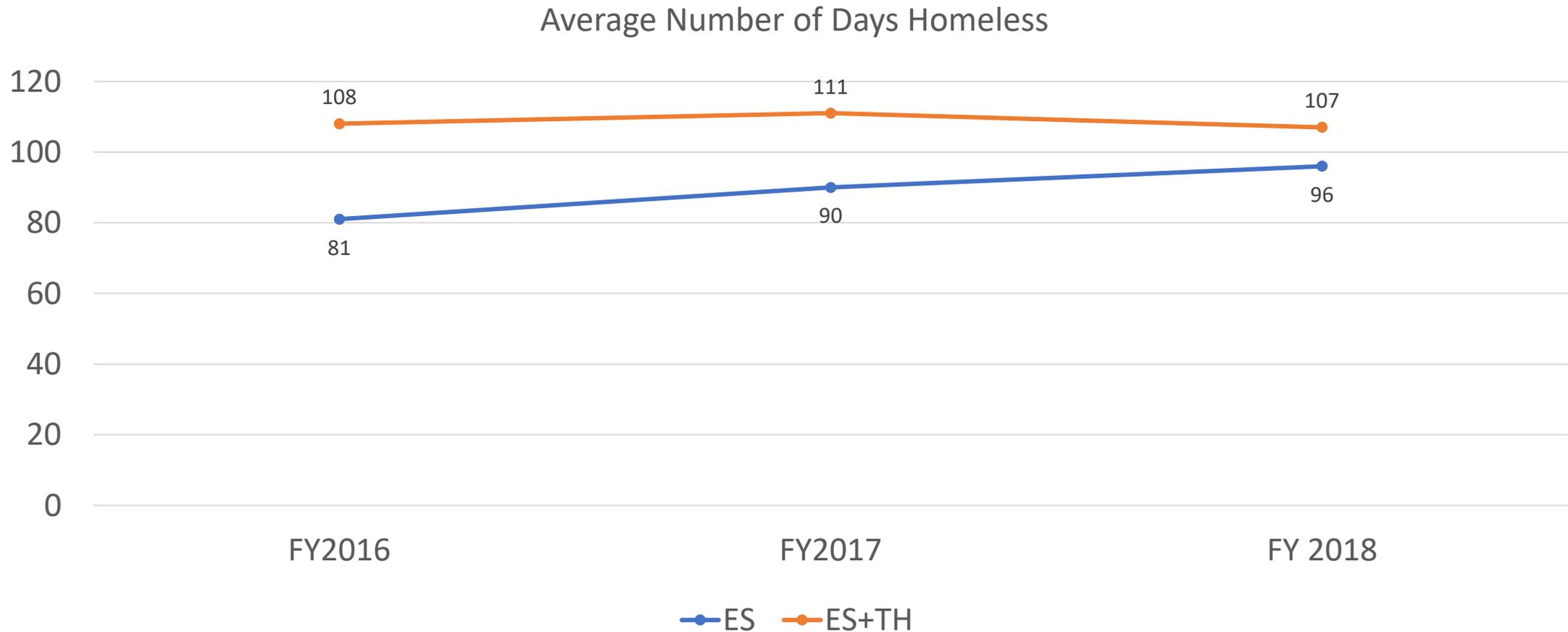
119

ES Program Entry	ES Program Exit
1/1/17	1/31/17

TH Program Entry	TH Program Exit
11/1/17	2/28/18



Length of Time Homeless (LOTH) Measure 1a



Length of Time Homeless (LOTH) Measure 1b

What about experiences of homelessness not captured by HMIS?

✓ Clients answer Approximate Date Homelessness Started

HOMELESS HISTORY INTERVIEW

Chronic homeless status is determined, by a client's history of homelessness, disability status, and the length of time spent on the street, in an emergency shelter, or a Safe Haven (SH).

However, intake staff should not instruct the client on the length of time or episodes necessary to qualify as chronically homeless. Responses should simply be the actual client responses.

Questions must be asked exactly as they are presented below.

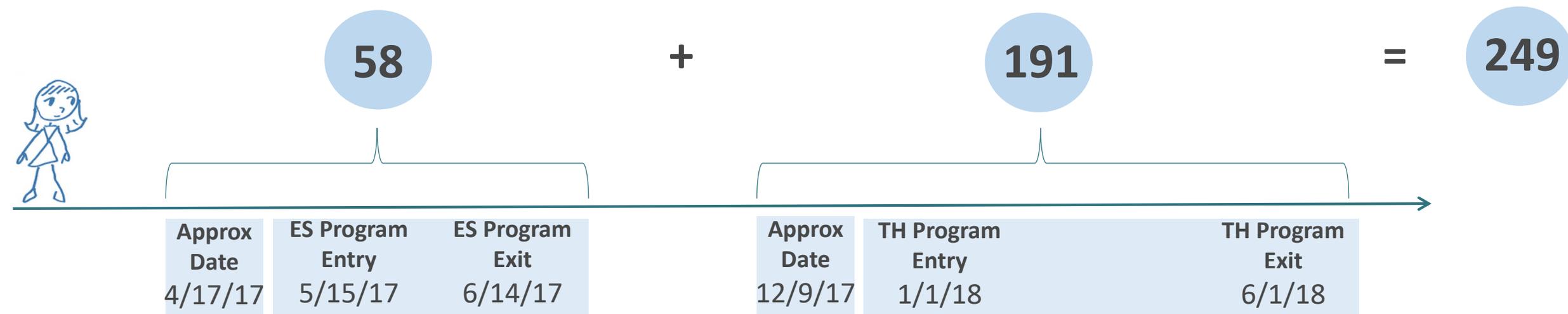
Prior Living Situation (Immediately Prior to Entry)	<input type="text" value="Rental by client, no ongoing housing subsidy (HUD)"/>	G
Length of Stay in Previous Place	<input type="text" value="One year or longer (HUD)"/>	G
Approximate date homelessness started:	<input type="text" value="07"/> / <input type="text" value="19"/> / <input type="text" value="2017"/>	   G



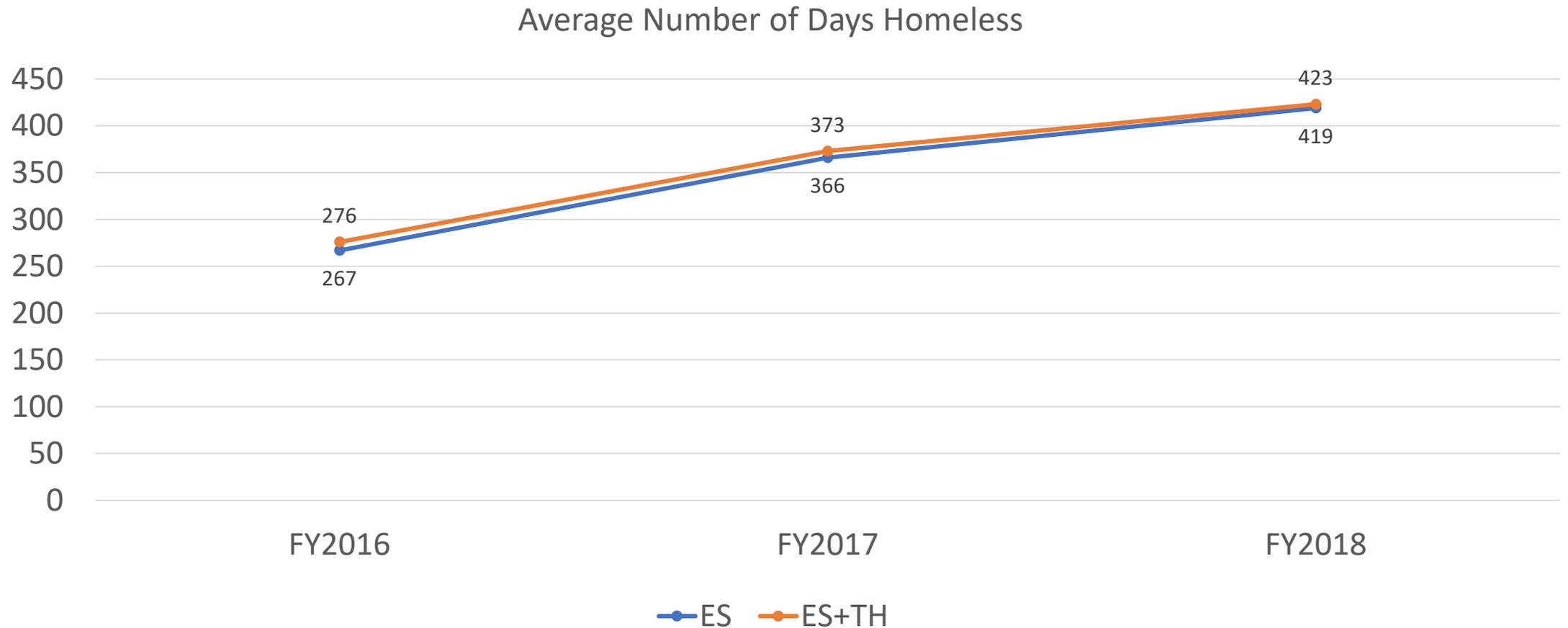
Length of Time Homeless (LOTH) Measure 1b

What about experiences of homelessness not captured by HMIS?

✓ Clients answer Approximate Date Homelessness Started



Length of Time Homeless (LOTH) Measure 1b



What's the difference between Average and Median?



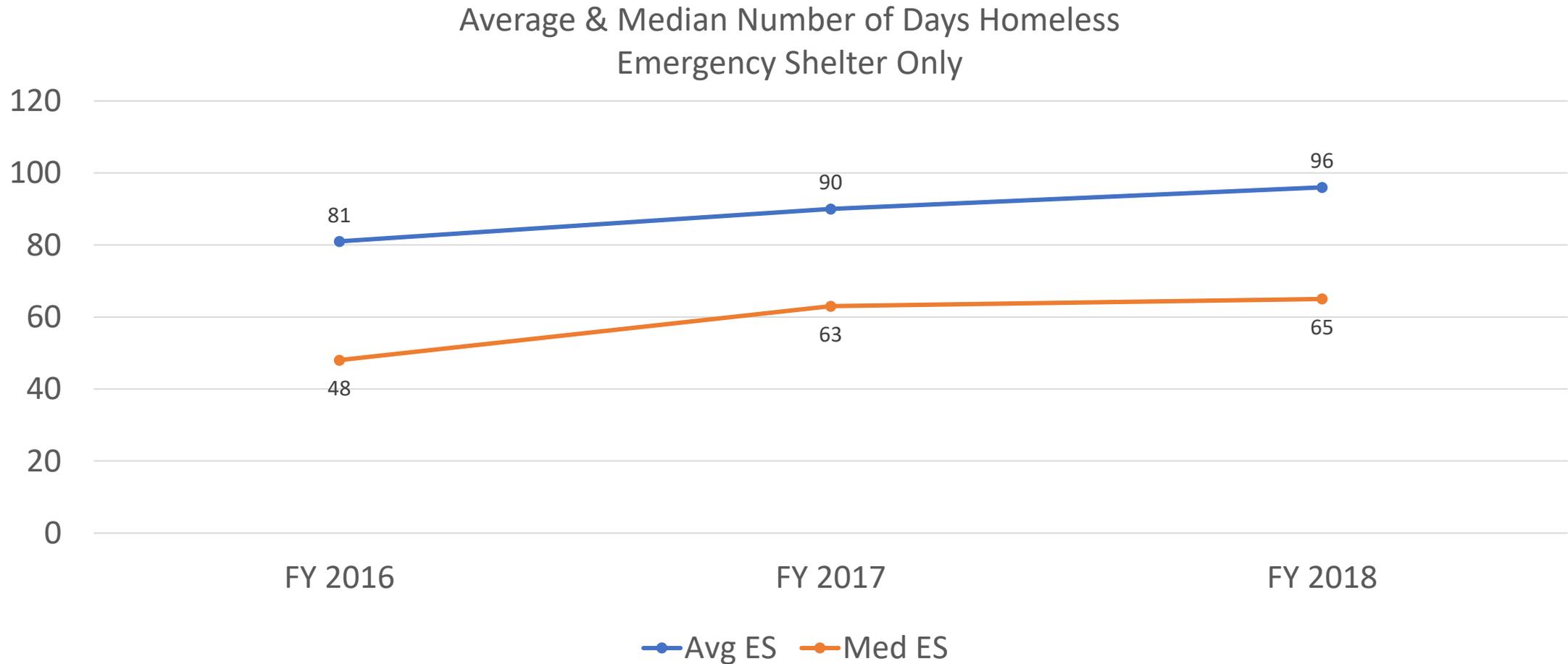
Average = 30 days

Adding 10, 10, 20, 30 and 80 and then dividing by five equals 30 days

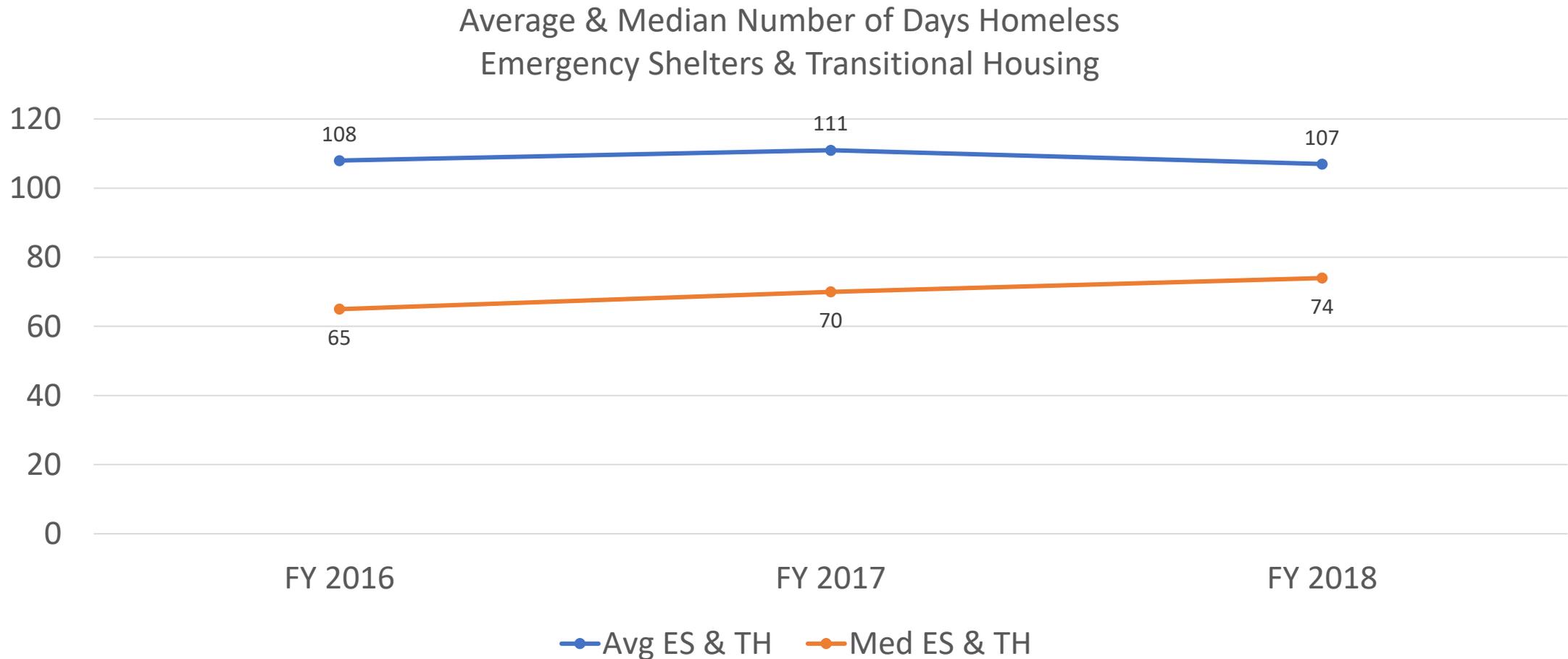
Median = 20 days

50% of clients stayed less than 20 days and 50% stayed more than 20 days and

Length of Time Homeless (LOTH) Measure 1a



Length of Time Homeless (LOTH) Measure 1a



Length of Time Homeless Outliers

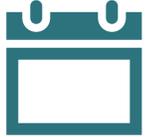
How can you* find really long stayers from your report?

- To correct Data Quality Errors
- To case conference about clients getting “stuck” in system

- 1 Run the 0700 or 0700.b in the ART Gallery Reports
- 2 Review Tab – B Detail for individual client entry/exit data

*ES and TH projects only



 What's Next?

What's Next Calendar

Due	Report/Event Name
January 23 th	Durham Point in Time (PIT) Count
March 1 st	PIT and HIC Reports in ART Inbox
March 22nd	PIT and HIC Reports Submission Deadline
April 25 th	April Durham HMIS Users Meeting
April 30 st	HUD PIT Count and Housing Inventory Count (HIC) deadline
May 23 th	May Durham HMIS Users Meeting
May 31 st	HUD System Performance Measures (SPM) deadline



ncceh.org/hmis

access local support for Balance of State, Durham, & Orange CoCs

919.410.6997 or hmis@ncceh.org

helpdesk for local support



NC COALITION to
end
HOMELESSNESS