

NC Balance of State HMIS Users Meeting

May 2019



NC COALITION to
HOMELESSNESS end

Pre-Meeting Quick Tip:

Use Conditional Formatting in Excel to compare lists of Client IDs!

The screenshot shows the Microsoft Excel interface with the following details:

- File Name:** FY2018 SPM Data Quality Flags - Heading Home.xlsx - Excel
- User:** Andrea Carey
- Active Tab:** Home
- Formulas Bar:** =Heading Home Housing - Rowan County - Transitional Housing - Private(3256)
- Spreadsheet Data:**

	A	B	C	D	E	F	G	H
	DQ Flag Type	Client ID	Provider	Project Start Impacted	Impacted Date (Exit or Annual Date)	Additional Notes		
2	Long Stayer TH (over 730)	420026	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	12/27/2015				
3	Long Stayer TH (over 730)	351067	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	8/31/2015				
4	Long Stayer TH (over 730)	296816	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	11/30/2017				
5	Long Stayer TH (over 730)	376084	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	3/10/2014				
6	Long Stayer TH (over 730)	130206	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	6/29/2011				
7	Long Stayer TH (over 730)	137016	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	1/24/2015	8/28/2018			
8	Long Stayer TH (over 730)	379401	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	9/17/2014				
9	Long Stayer TH (over 730)	420026	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	5/15/2018				
10	Long Stayer TH (over 730)	225921	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	11/30/2017				

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NC COALITION to
HOMELESSNESS end

Agenda

System Updates

HMIS@NCCEH Launch

Forgot Password

What's this mean?

Point in Time / Housing Inventory Count submitted!

Process feedback

System Performance Measures

DQ Lessons

How can we help?

Spotlight on HMIS Guides

What's Next



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 displayed, showing that the line is muted. The chat box is visible, with a 'Chat' section and an 'Enter your message' input field. The chat box also shows the number of attendees (2 of 151 max) and the meeting ID (791-696-621).



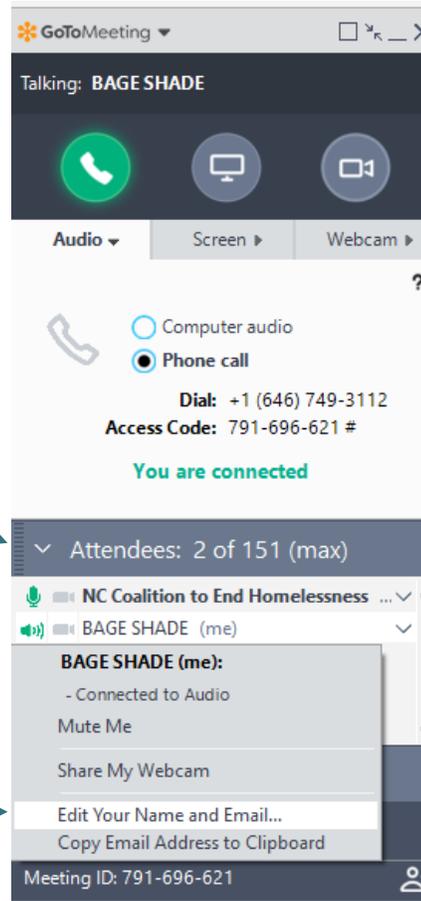
Make sure you're counted!

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

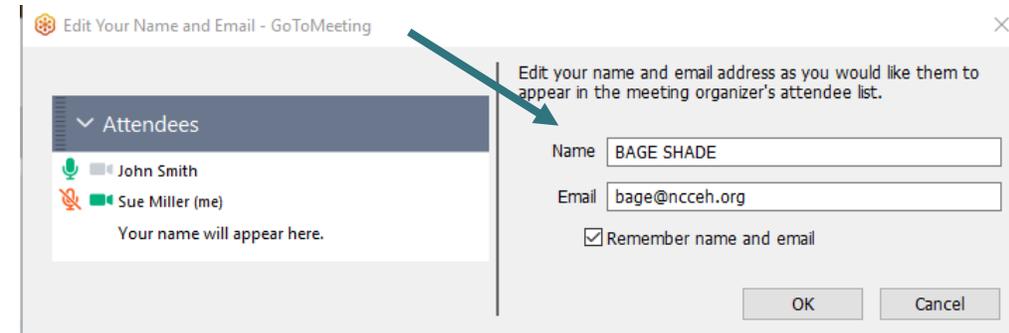
1 Click Attendees

2 Click on (me)

3 Click Edit your Name and Email...



4



System Updates

HMIS@NCCEH Launch, Forgot Password

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.



New Feature

Forgot Password

You can reset your own password now from the login screen:

nchmis.servicept.com

SERVICEpoint[®]
Connecting your community.

NC HMIS

User Name

Password

Login

→ [Forgot Password](#)

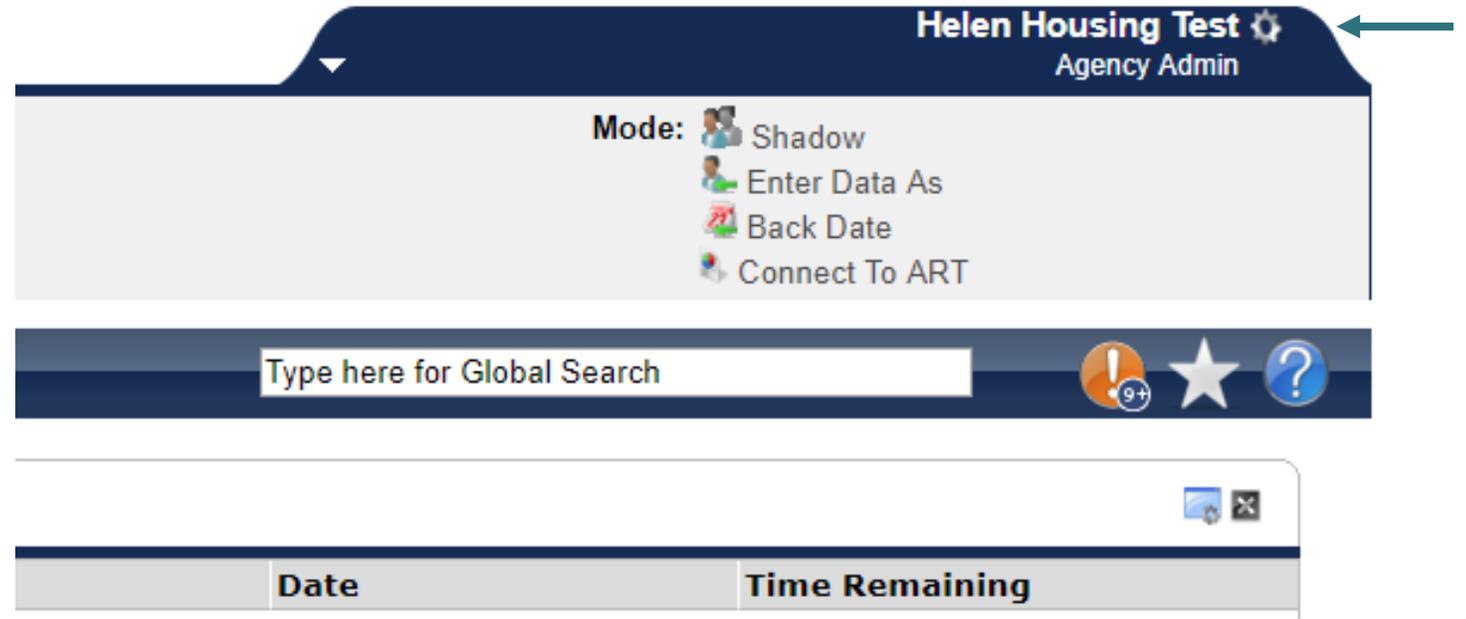
System use requires your compliance with the [terms and conditions](#)

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New Feature

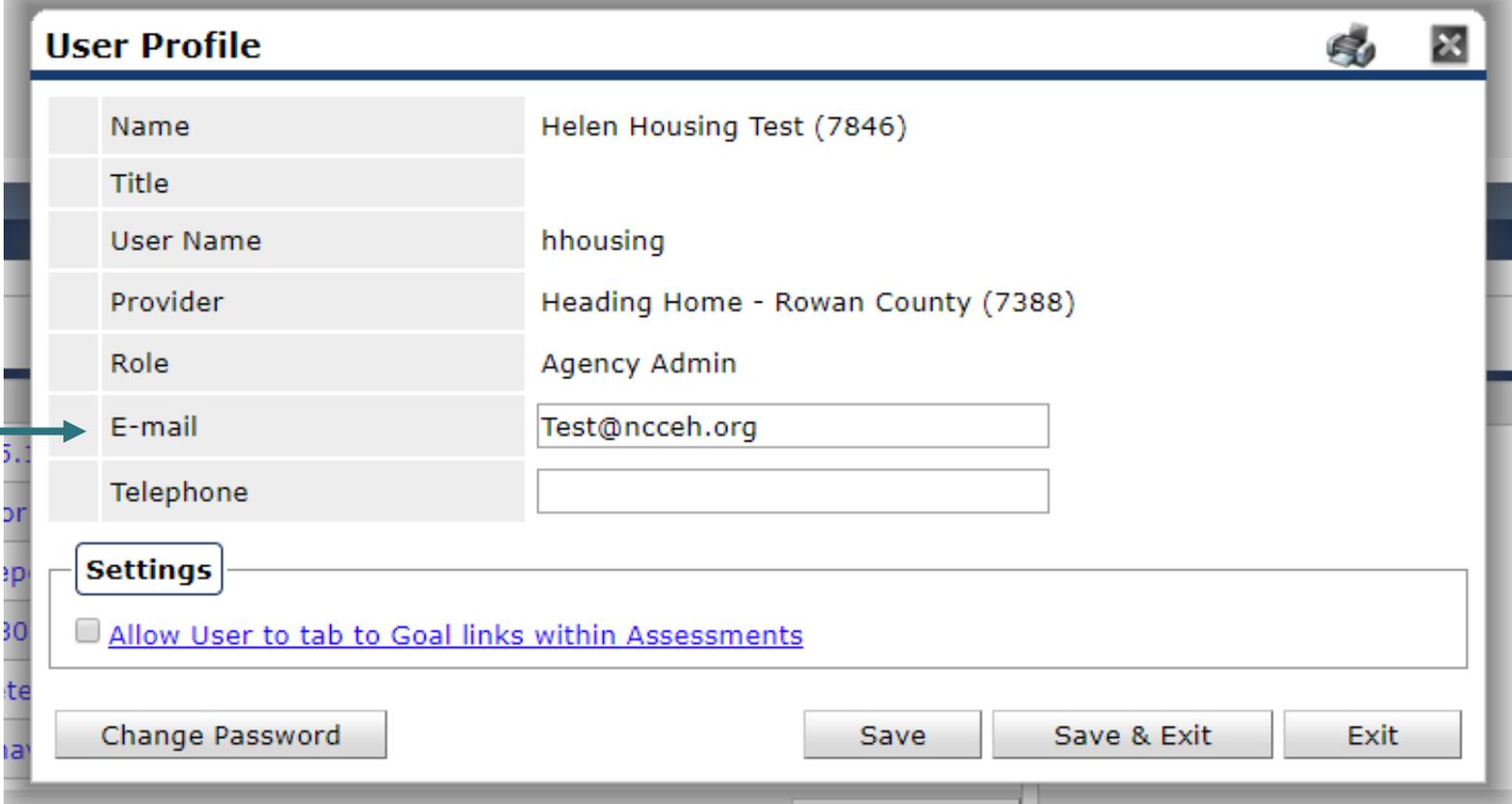
Confirm this feature
will work!
Find your HMIS Profile



New Feature:

Confirm your email address where reset passwords can be sent

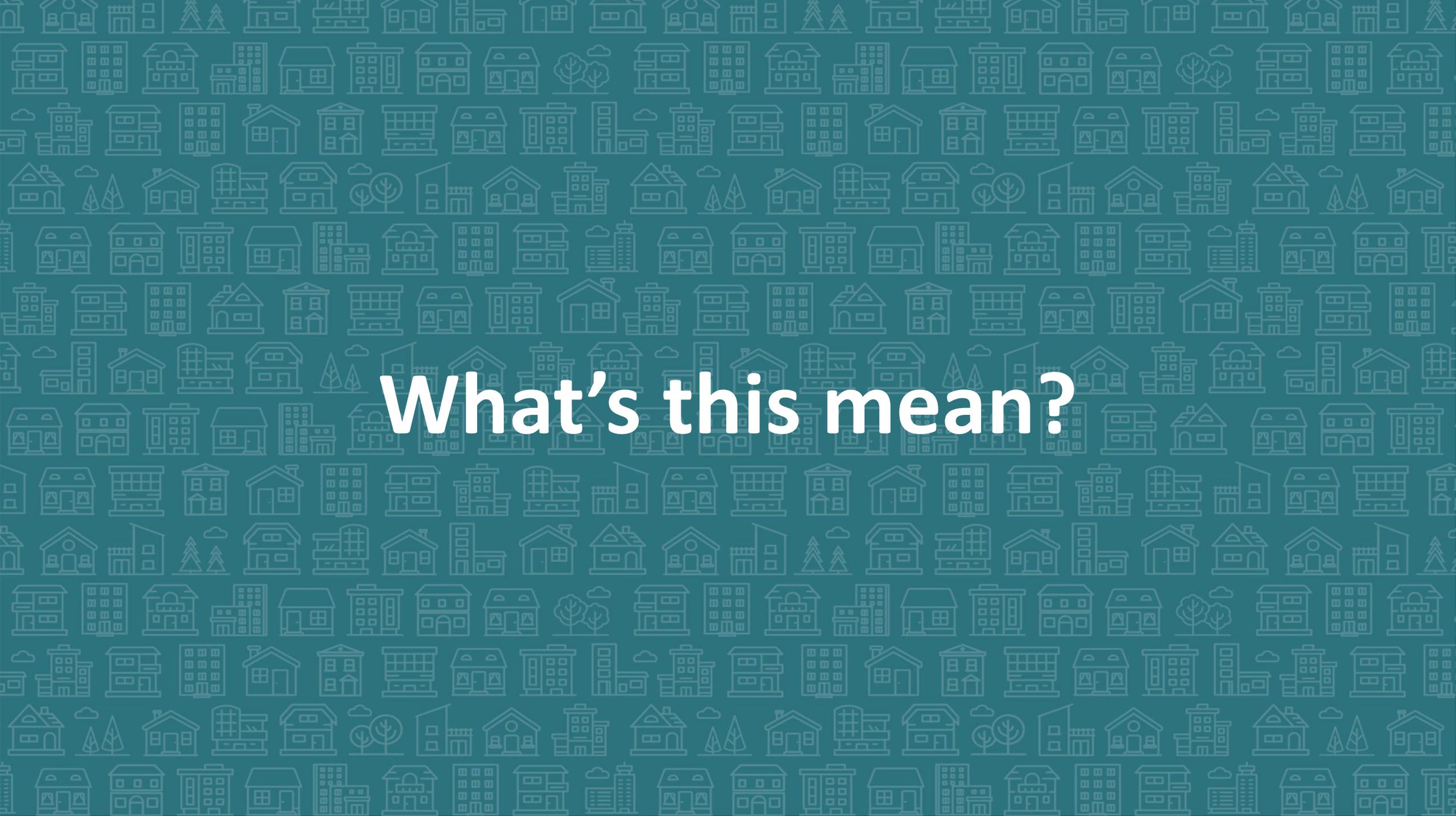
Also complete a direct phone number if possible



User Profile	
Name	Helen Housing Test (7846)
Title	
User Name	hhousing
Provider	Heading Home - Rowan County (7388)
Role	Agency Admin
E-mail	<input type="text" value="Test@ncceh.org"/>
Telephone	<input type="text"/>

Settings

[Allow User to tab to Goal links within Assessments](#)



What's this mean?

Point in Time

2019 Point in Time Count

First Look!

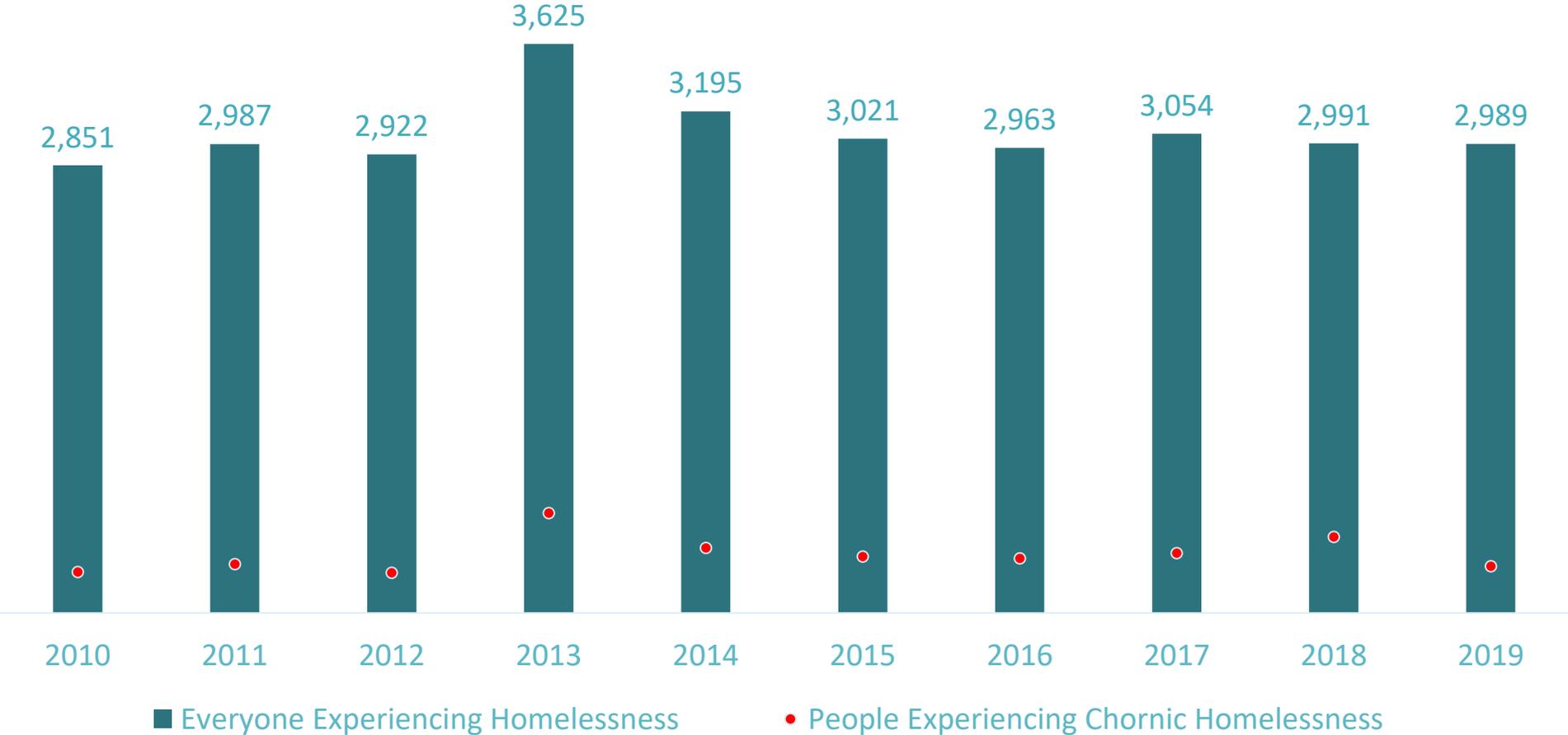
Submissions from all CoCs in the nation will be reviewed by HUD.

This initial report will be made final once we receive the “all clear” from HUD



What does one day tell us?

People Counted in PIT, 2010-2019*

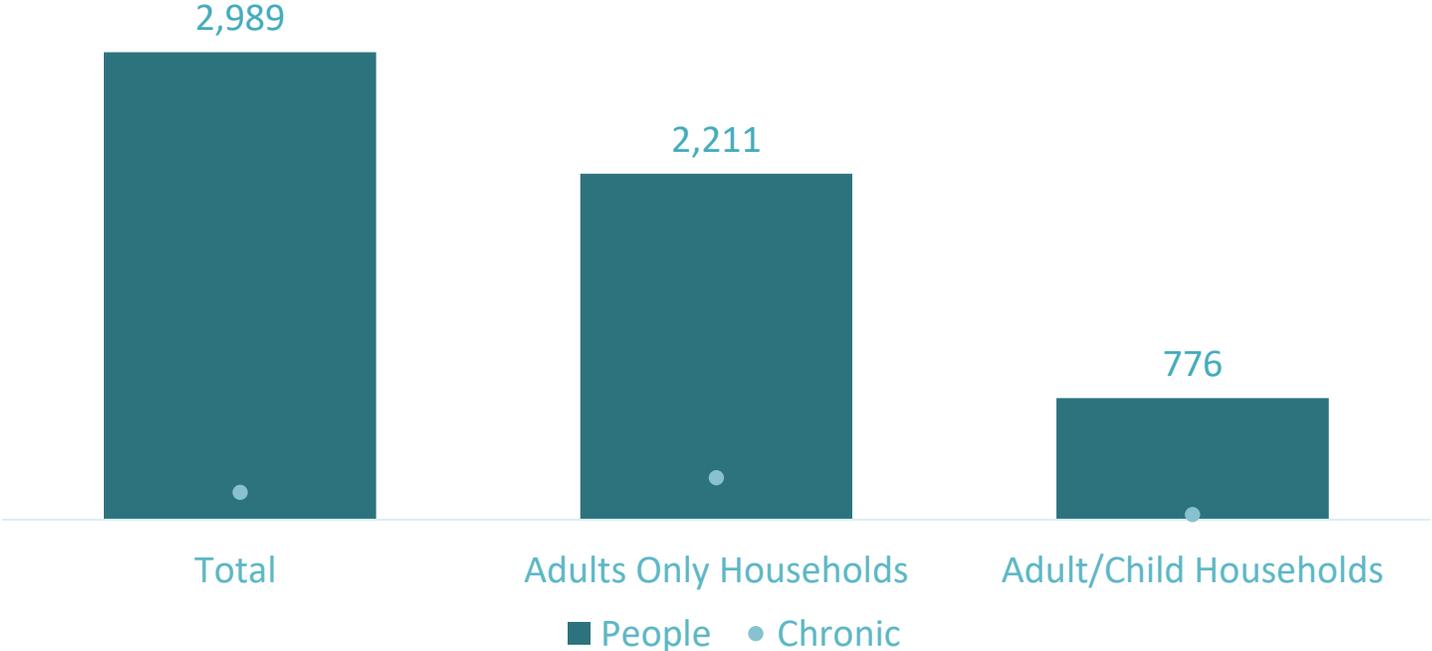


*Preliminary data



2019 Point in Time Count

Total People Counted: 2019 PIT
Balance of State*



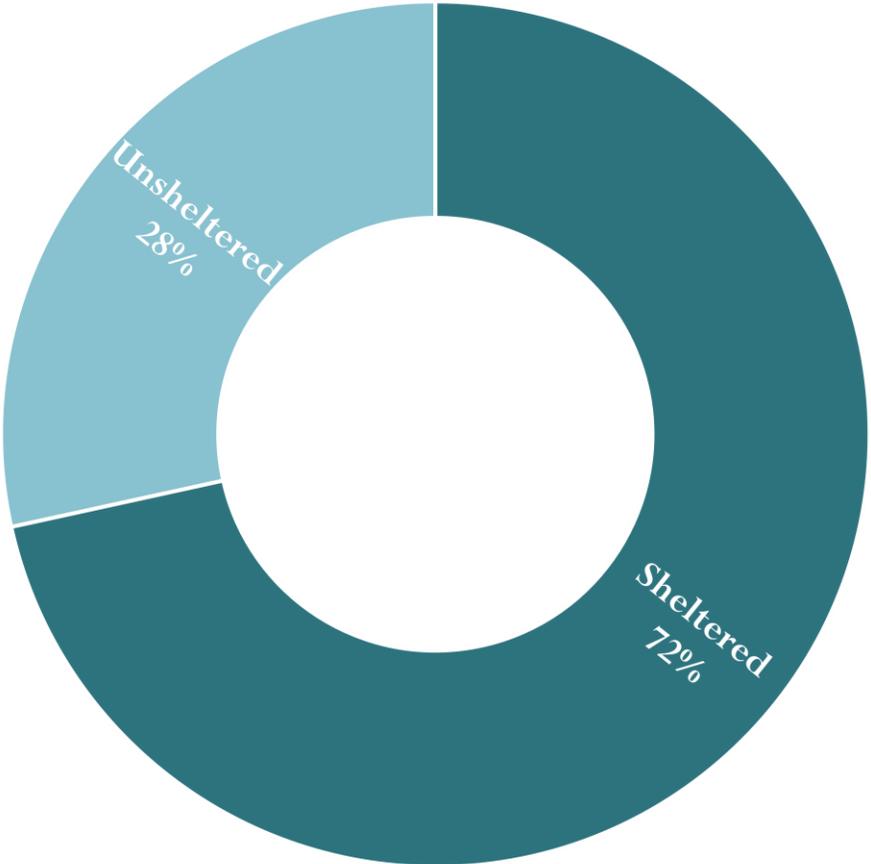
*Additionally, 2 children were counted in “child-only households”

*Preliminary data



Location of People Experiencing Homelessness

Sheltered and Unsheltered People, 2019

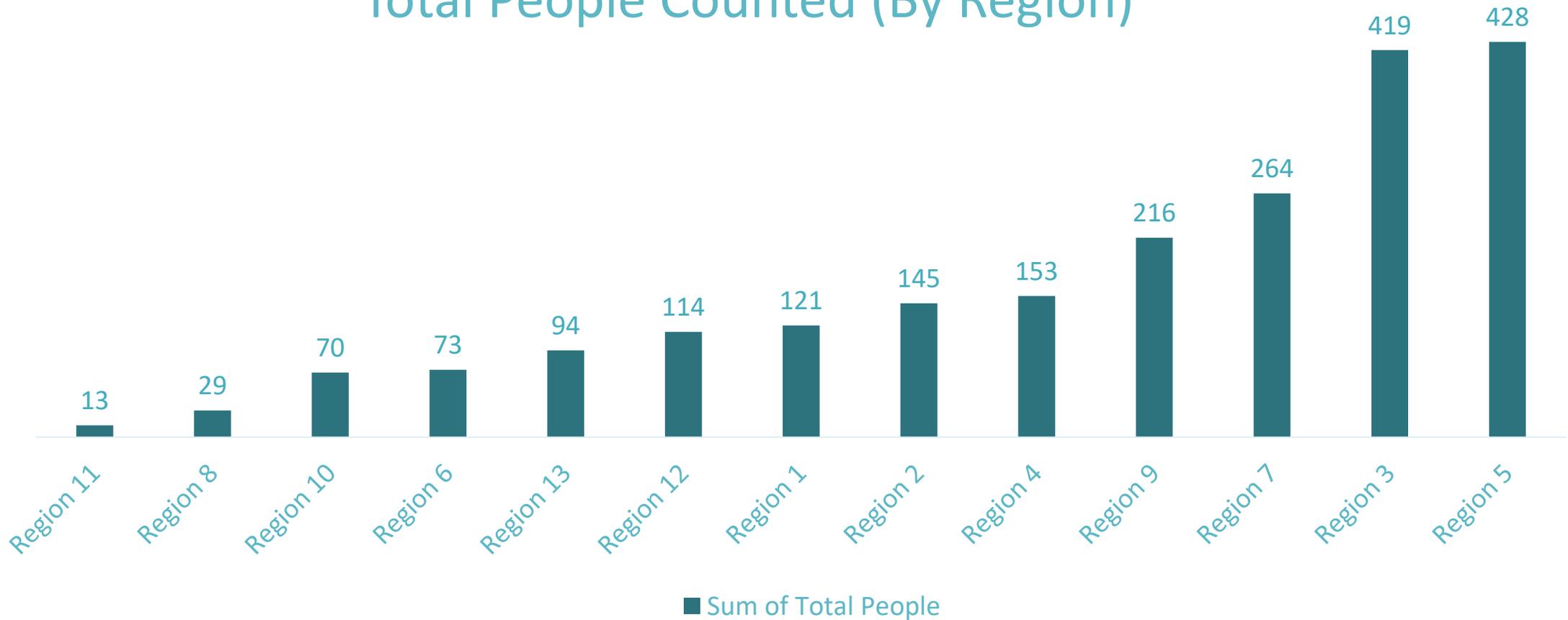


*Preliminary data



PIT Across Balance of State

Total People Counted (By Region)

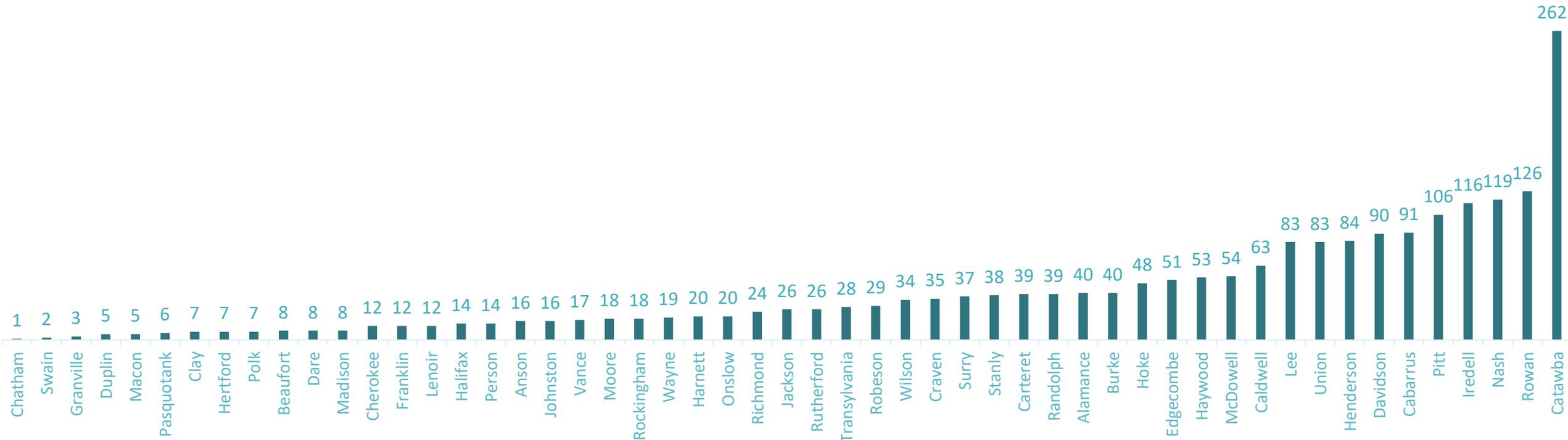


*Preliminary data



PIT Across Balance of State

Total People Counted (By County)

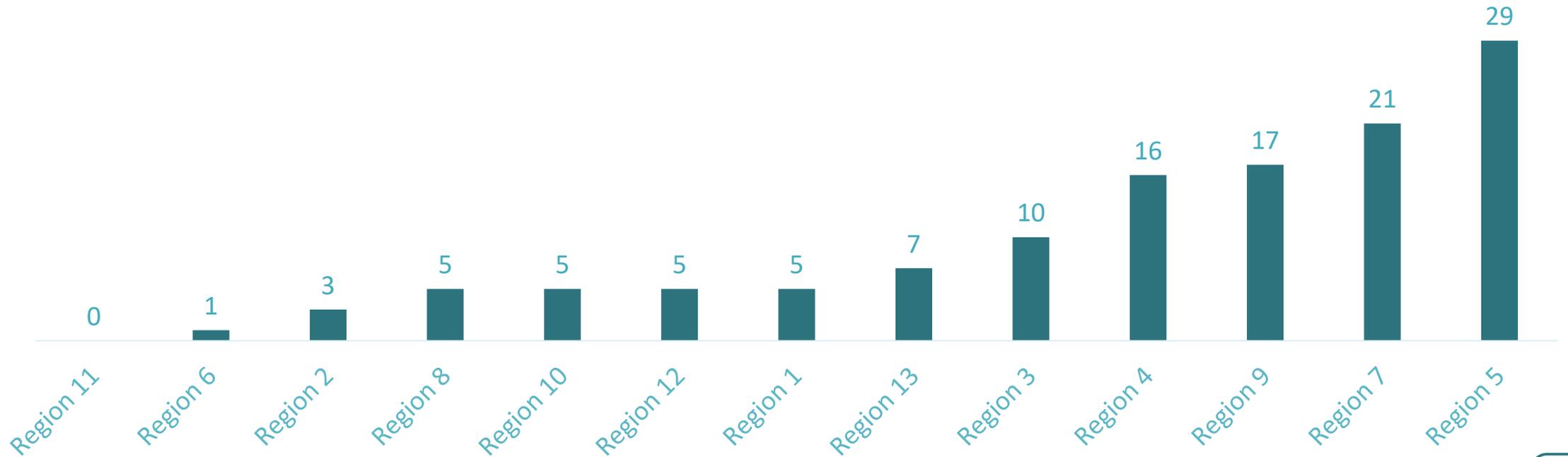


NCCEH

*Preliminary data

PIT Across Balance of State: Sub-populations

Veterans (By Region)



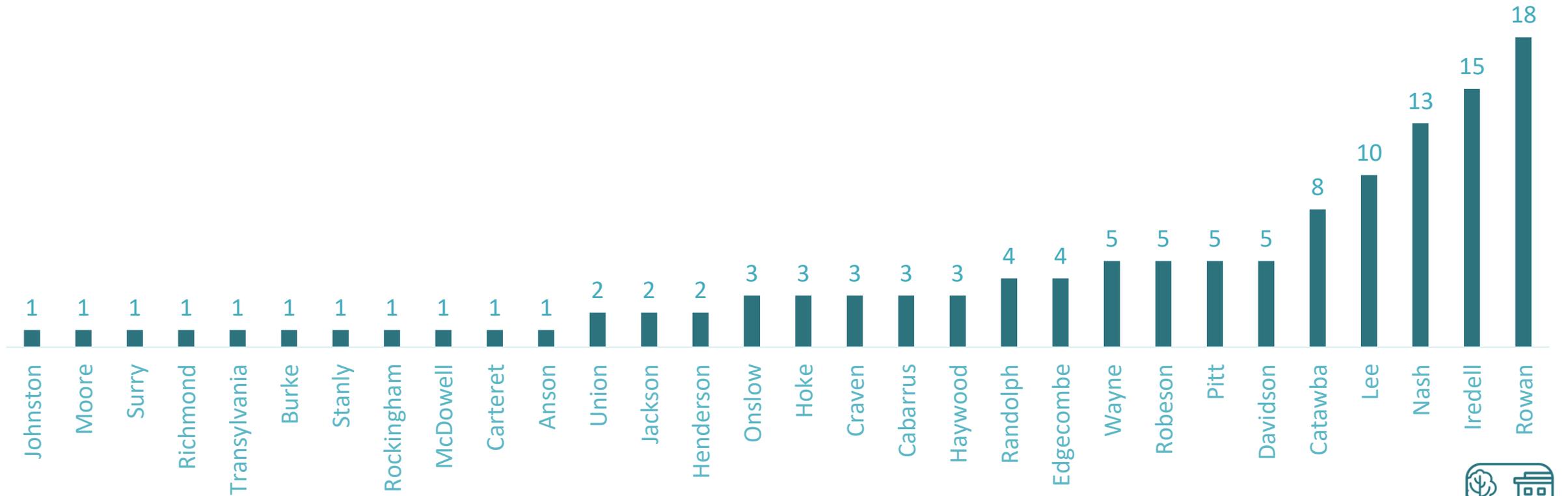
*Preliminary data



NCCEH

PIT Across Balance of State: Sub-populations

Sum of Veterans: Total Veterans*

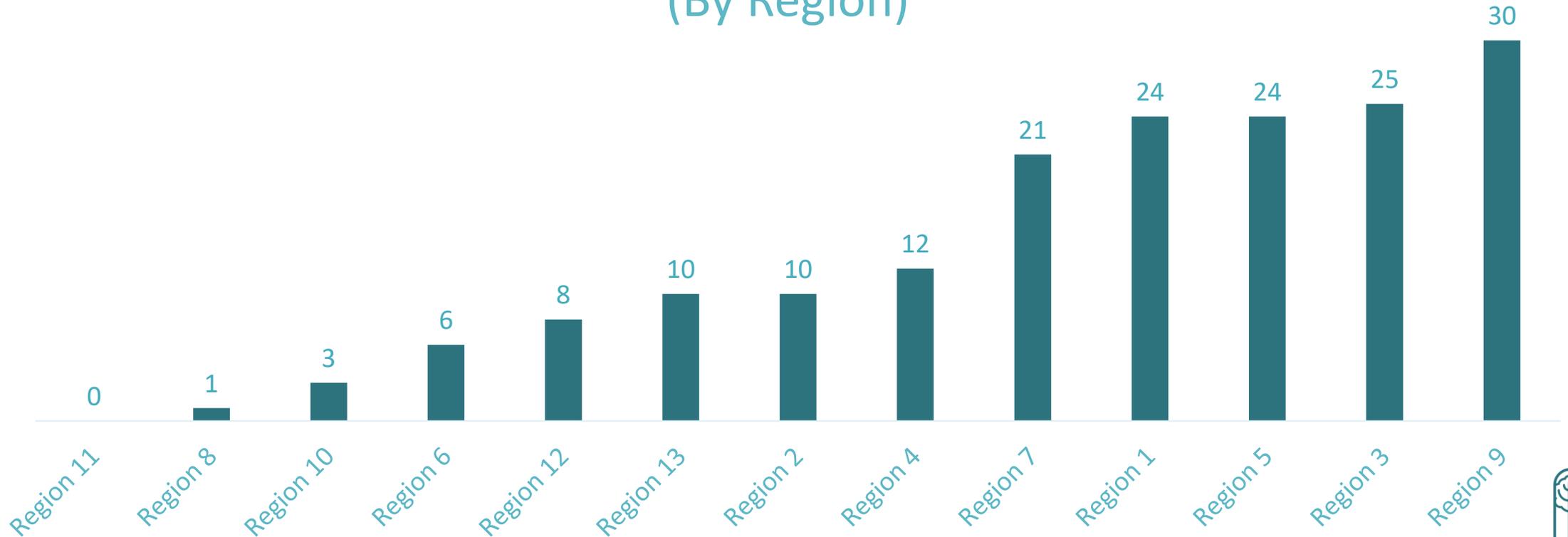


NCCEH

*Preliminary data

PIT Across Balance of State: Sub-populations

People Experiencing Chronic Homelessness (By Region)



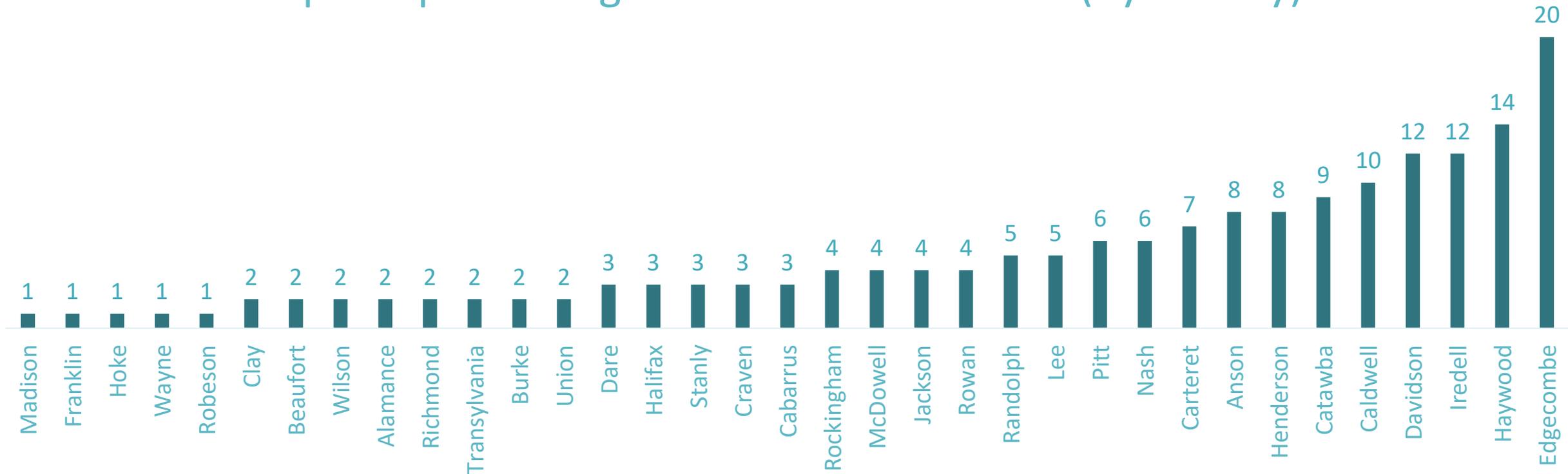
*Preliminary data



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PIT Across Balance of State: Sub-populations

People Experiencing Chronic Homelessness (By County)



NCCEH

*Preliminary data

Reminder: Submission steps

Feedback: How did this work for you?



1. Find your reports
 - ✓ Either the 0629 HIC or 0630 Sheltered Unsheltered PIT report
 - ✓ NCCEH 2019 Housing Inventory Count Verification



2. Review your reports
3. Make corrections
 - ✓ Ask Data Center for help!
 - ✓ Tell the Data Center when corrections are done



4. Submit accurate reports



NCCEH

System Performance Measures

The Basics

NC Balance of State CoC-wide outcomes for Federal Fiscal Year 2018 + 2
year lookback period

10/01/2015 – 09/30/2018

Includes Street Outreach, Emergency Shelter, Transitional Housing,
Rapid Re-Housing, and Permanent Supportive Housing programs on
HMIS

We still need your help to confirm or correct Data Quality Flags!



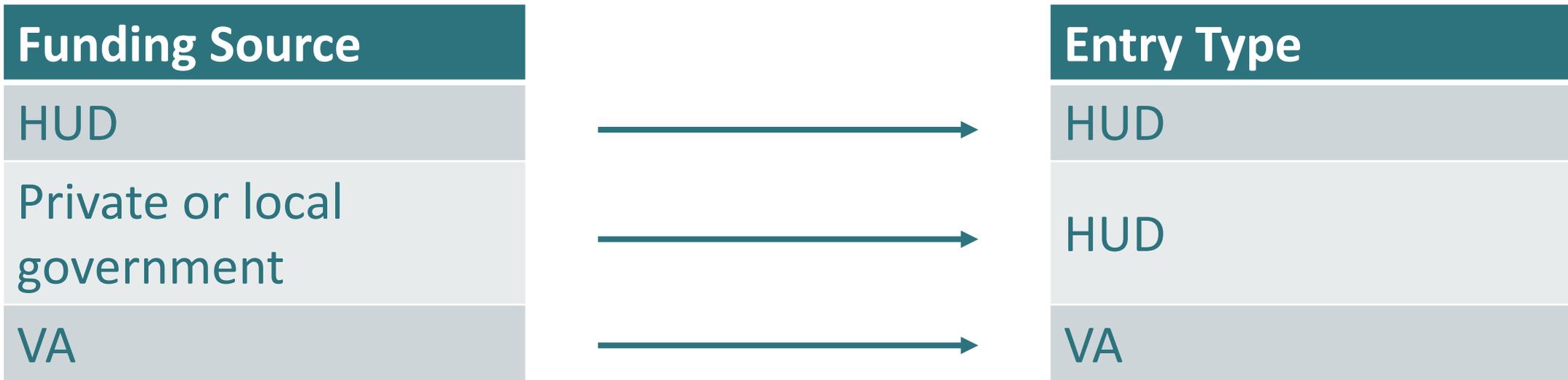
SPM Data Quality - Takeaways

- Big Wins!
 - Fewer Exit Destinations for “Safe Haven” and “Other”
 - Fewer Overlaps between shelters
 - Fewer Annual Assessments outside of 30 day +/- window
- Room for Improvement
 - Inaccurate Entry Type or Entry Level (Agency level)
 - Client Location accuracy
 - Missing Data Elements like Exit Destination and Date of Engagement



Room for Improvement: Inaccurate Entries

Inaccurate Entry Type is determined by your funding source



Room for Improvement: Inaccurate Entries

Inaccurate Entry Level is a sign that Enter Data As mode was not correct

The screenshot shows the ServicePoint web application interface. The top navigation bar is yellow and contains the ServicePoint logo, the text "ServicePoint Training Site", "Heading Home Housing - Rowan County", and the date "January 04, 2019". On the right side of the navigation bar, there is a user profile for "Helen Housing Agency Admin" and a "Mode:" dropdown menu. The dropdown menu is open, showing three options: "Shadow", "Enter Data As Heading Home Housing ...", and "Back Date 01/01/2019 2:00:00 AM". Two blue arrows point to the "Enter Data As" option and the "Shadow" option, with labels "Manual EDA mode" and "Default EDA mode" respectively. Below the navigation bar is a dark blue bar with "Home > Home Page Dashboard" and a search box. The main content area is divided into three sections: "Last Viewed" (with a "Favorites" tab), "System News (1)", and "Agency News (0)". The "System News" section contains a table with one row: "12/01/2018" and "Look here for HMIS System Updates". The "Follow Up List (0)" section is empty.

Default EDA mode

Manual EDA mode

Mode: Shadow
Enter Data As Heading Home Housing ...
Back Date 01/01/2019 2:00:00 AM

Home > Home Page Dashboard

Type here for Global Search

System News (1)

Date	Headline
12/01/2018	Look here for HMIS System Updates

Agency News (0)

Follow Up List (0)

Client ID	Type	Date	Time Remaining
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Room for Improvement: Client Location

When would a client not be in our CoC, but still being served by our agencies/system?

- Found housing in a different CoC
- Found a job in a different CoC



Room for Improvement: Client Location

Scroll down to find Client Location at Entry Assessment

Housing Status	Category 1 - Homeless (HUD) ▼ G												
Zip Code (of Last Permanent Address, if known)	<input type="text"/> G												
<i>County and City of Residence refer to where the client is living the night before this assessment</i>													
County of Residence	Pasquotank ▼ G												
City of Residence	Salisbury <input type="button" value="Lookup"/> <input type="button" value="Clear"/> G												
ANSWER Client Location for Head of Household only!													
Client Location	NC-503 NC Balance of State CoC ▼ G												
<u>Income and Non-Cash Benefit Information:</u>													
Income from Any Source	Yes (HUD) ▼ G												
Monthly Income HUD Verification <input checked="" type="checkbox"/>													
<table border="1"><thead><tr><th></th><th>Monthly Amount *</th><th>Source of Income *</th><th>Receiving Income Source?</th><th>Start Date *</th><th>End Date</th></tr></thead><tbody><tr><td></td><td></td><td>Other (HUD)</td><td>No</td><td>09/10/2018</td><td></td></tr></tbody></table>			Monthly Amount *	Source of Income *	Receiving Income Source?	Start Date *	End Date			Other (HUD)	No	09/10/2018	
	Monthly Amount *	Source of Income *	Receiving Income Source?	Start Date *	End Date								
		Other (HUD)	No	09/10/2018									

Room for Improvement: Client Location

Scroll down to find Client Location at Interims (Update or Annuals)

Currently fleeing should be indicated as "Yes" if the Person is fleeing, or is attempting to flee, the domestic violence situation or is afraid to return to their primary nighttime residence.

If yes for Domestic Violence Victim/Survivor, are you currently fleeing? G

****ANSWER Client Location for Head of Household only!****

Client Location G

County of Service refers to the county in which the client is receiving services (only answer if instructed to by your System Administrator)

NC County of Service G

Connection with SOAR (PATH Only) G

 **Client Contact Information**

			Is there a phone		
--	--	--	------------------	--	--

Don't forget NC County of Service!



What

The County in which a client receives your project's services



Collection Notes

The location of shelter, housing or supportive services indicates the County of Service at any given time

County of Service refers to the county in which the client is receiving services (only answer if instructed to by your System Administrator)

NC County of Service

Rowan



G



NCCEH

Room for Improvement: Missing Data

Data Collection methods

Which paper forms are used? (if not entering data directly)

Make sure to collect all required data elements based off of NC HMIS forms on hmislearningcenter.org

Who is trained to collect data?

Sometimes staff speaking to clients have not received training from their Agency Admin (or NCCEH) – make sure they know what to collect and why

Where does data collection take place?

Consider how the physical location of client interviews and corresponding forms impacts your ability to ask the right questions





How can we help?

Spotlight on HMIS Guides

Go to ncceh.org/hmis/trainings for Additional Resources:

Don't forget your [Data Collection Stages](#) guide for workflow help!

Not sure how to show a client has left permanent housing but still a client?
Check out the [Housing Move-In Date](#) guide.

Prep for this year's reports with the [SPM Data Correction](#) guide.



What's Next

What's Next Calendar

Due	Report/Event Name
May 16 th	May NC BoS CoC HMIS Users Meeting
May 21 st -22 nd	Bringing It Home - State Conference
May 31 st	HUD System Performance Measures (SPM) deadline
June 20 th	June NC BoS CoC HMIS Users Meeting

ncceh.org/hmis

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

919.410.6997 or hmis@ncceh.org

helpdesk for local support



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end
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