

NC Balance of State CoC HMIS Users Meeting

January 2020



NC COALITION to
HOMELESSNESS end

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's a 'Talking:' section with icons for audio, screen, and webcam. Below that, there are tabs for 'Audio', 'Screen', and 'Webcam'. The 'Audio' tab is selected, showing options for 'Computer audio' and 'Phone call'. The 'Phone call' option is selected. Below the audio options, there's a 'Dial:' number (+1 (646) 749-3112) and an 'Access Code:' (791-696-621 #). A green message says 'You are connected'. Below the audio settings, there's a section for 'Attendees: 2 of 151 (max)' and a 'Chat' section. The 'Chat' section is expanded, showing an 'Enter your message' input field. Below the input field, there's a 'To:' dropdown menu set to 'Everyone' and a 'Send' button. At the bottom, there's a notification that 'This session is being recorded.' and the 'Meeting ID: 791-696-621'.



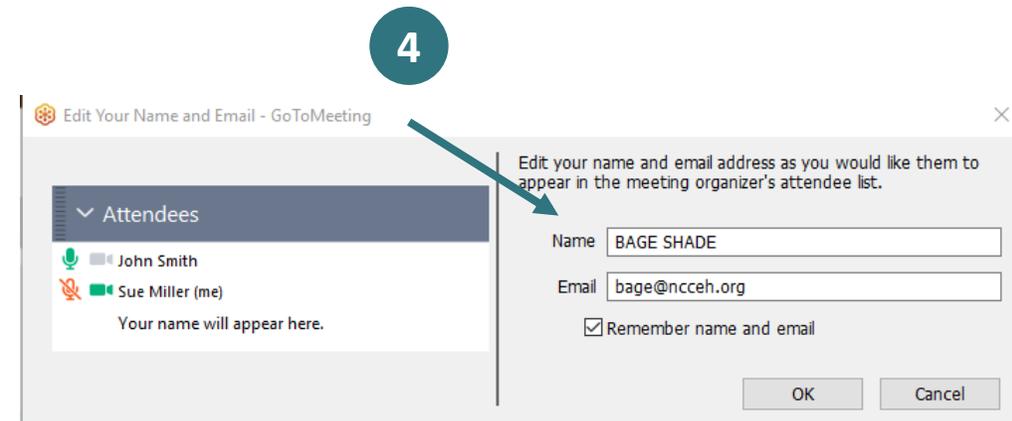
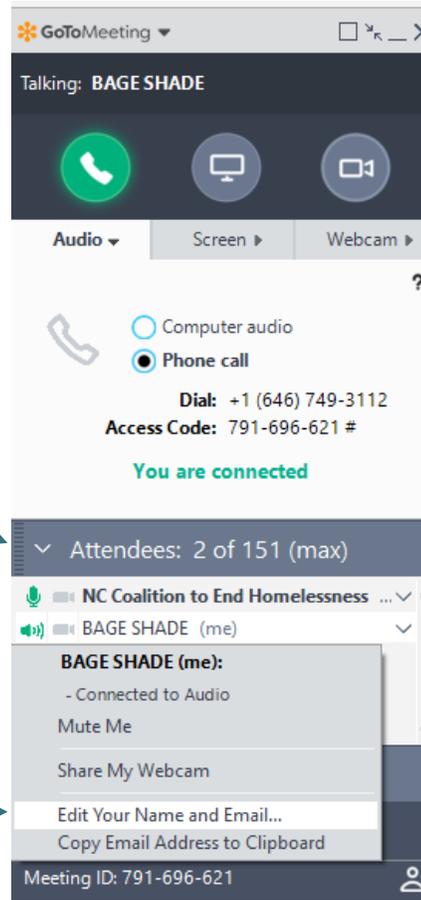
Make sure you're counted!

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

1 Click Attendees

2 Click on (me)

3 Click Edit your Name and Email...



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HOMELESSNESS end

Pre-Meeting Tip!

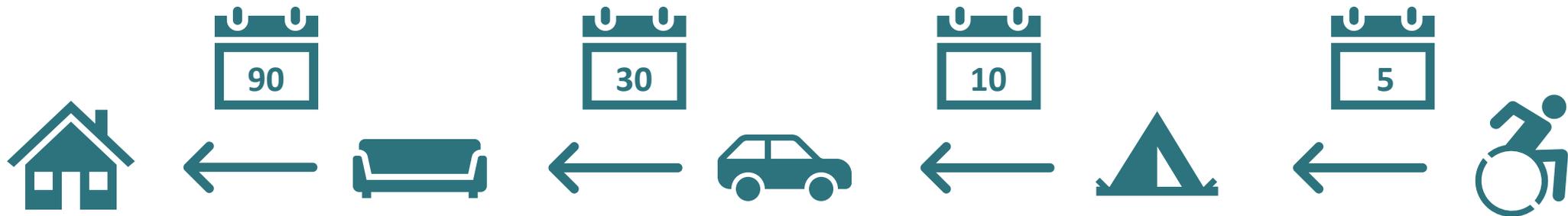
What the heck does **“When did the client start staying on the streets or in emergency shelters this time”** mean?

- In HUD speak: Approximate Date Homelessness Started
- Work with the client to estimate this experience of HUD Category 1 Homelessness
- Help with Chronic Homeless eligibility criteria



Pre-Meeting Tip!

What the heck does “When did the client start staying on the streets or in emergency shelters this time” mean?



Pre-Meeting Tip!

What the heck does “When did the client start staying on the streets or in emergency shelters this time” mean?



12 / 01 / 2019

*from 1/16/2020

Agenda

January 2020

System Updates

System Performance Measures

Point in Time/Housing Inventory Counts

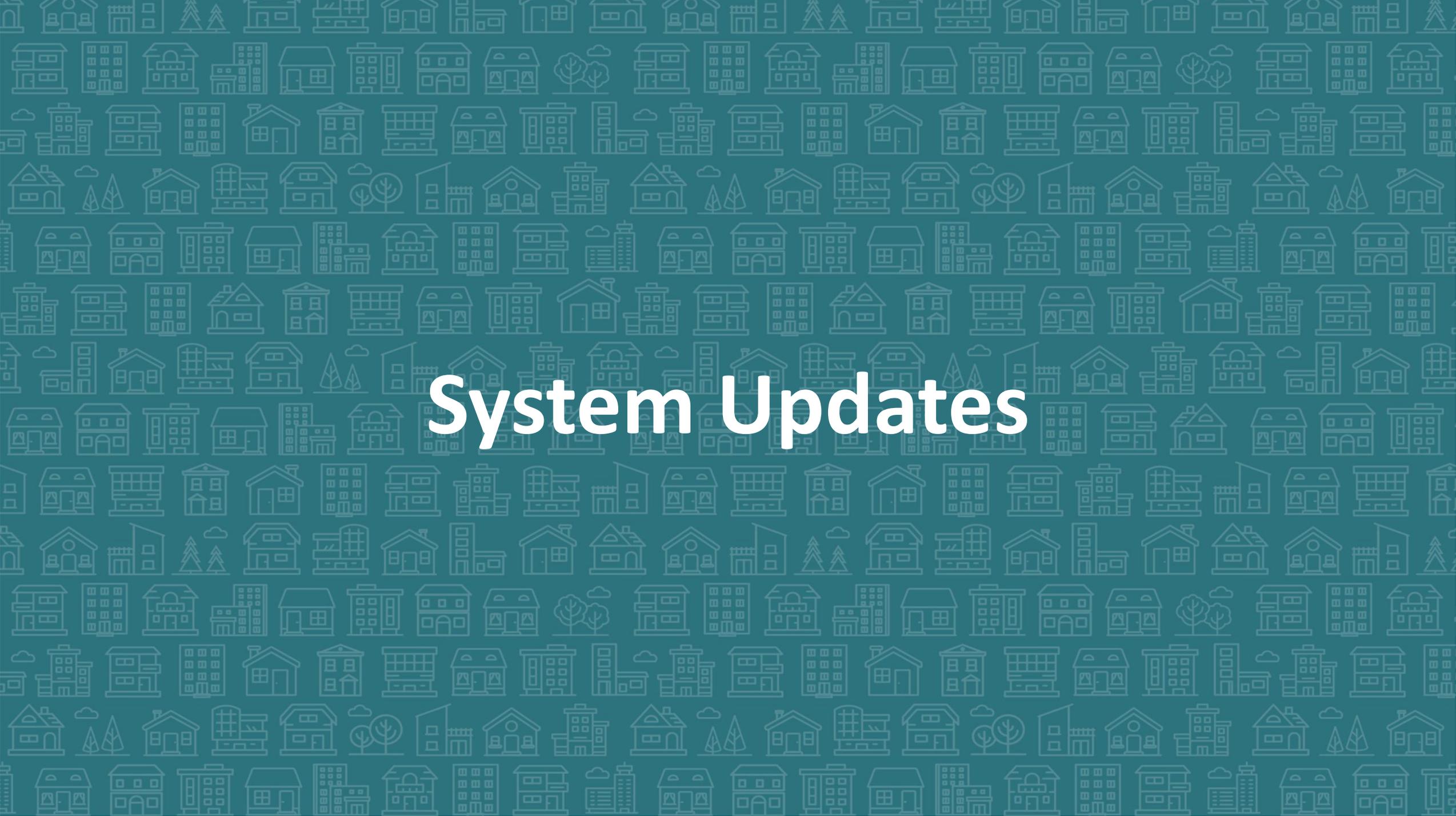
How can we help?

\$\$\$ Income Changes

What's Next



NCCEH



System Updates

SPMs Progress so far – THANK YOU!

You have done a TON of work to make sure our community submits complete, accurate, and meaningful data!

| SPM Action | Number of Clients |
|-------------------------------|-------------------|
| Red Flag Reviewed & Confirmed | 344 |
| Red Flag Corrected | 742 |

You have also helped us escalate issues to Measure 7's report!



SPMs 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

Point in Time & Housing Inventory Count

A one-day count of folks in the community experiencing homelessness and our resources to serve them

For our CoC: January 29, 2020



NCCEH

Point in Time

A one-day count of folks in the community experiencing homelessness

For our CoC : January 29, 2020



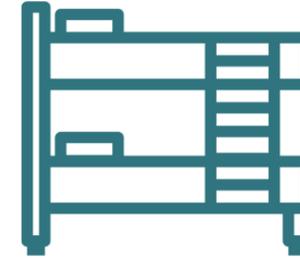
Sheltered Count:
Emergency Shelter, Transitional Housing



Unsheltered Count:
PIT night and service-based up to 7 days after



Data Collection for Point-in-Time Count



| Unsheltered | Sheltered Count | | |
|--|---|--|--|
| | HMIS ES + TH | Non-HMIS ES + TH | |
| Counting Us App | HMIS Reports | Counting Us App | Aggregate Reports* |
| Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5 | Work with NCCEH Data Center to finalize data and submit reports | Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5 | NCCEH staff can assist agency staff to gather and report data by 2/14/20 |



Housing Inventory Count

A one-day count of the shelter and permanent housing resources our community has to serve folks experiencing homelessness

For our CoC: January 29, 2020



Housing Inventory Count:

Emergency Shelter, Transitional Housing, Permanent Housing



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How can you prepare for PIT/HIC?

- HMIS Reports will be available to review, correct, and submit in late February or early March
 - More info next month!
- Make sure that new and current clients in January have complete and accurate data!
 - Check your [ESG-CAPER](#) and [CoC-APR](#) now.
 - Confirm the number of beds and/or units with the [Data Center](#).

HAPPY
NEW
YEAR

*What a great time to review 2019 Calendar Year data!



NCCEH



How can we help?

Income and Non-Cash Benefits

HUD's guidance:

Collect information accurate on the day of the interview (Project Start, Update, or Exit)

Do not record past or future data here

Ask clients to respond to each potential source of income or benefits

No documentation needed (for HMIS)



Income and Non-Cash Benefits

HUD's guidance:

Stick to the sources listed

- Lump sum amounts received by a family, such as inheritances, insurance settlements, or proceeds from sale of property, or back pay from Social Security are considered assets, not Income
- Non-Cash Benefits is intended to identify regular, recurrent benefits, not services and/or gifts such as phone cards and vouchers provided by a project



Income Sources



| Source of Income | |
|--|---|
| Earned income (i.e., employment income) | Traditional jobs (est. including tips) , contract work, irregular work such as day labor |
| Unemployment Insurance | Formal benefits from the NC Division of Employment Security |
| Supplemental Security Income (SSI) | Social Security Administration assistance for clients with disabilities OR over 65 based on financial need |
| Social Security Disability Income (SSDI) | Social Security Administration assistance for clients with disabilities who are “insured” - have worked long enough and paid into Social Security taxes |
| VA Service-Connected Disability Compensation | Tax-free payment to Veterans who have a disability because of military service (or made worse by service) |
| VA Non-Service-Connected Disability Pension | Veterans and survivors who are eligible for VA Pension and require help due to a disability |
| Private disability insurance | Market rate income insurance |
| Worker’s Compensation | Employer insurance provided wage replacement |



Income Sources



| Source of Income | |
|--|--|
| Temporary Assistance for Needy Families (TANF) | Called Work First Family Assistance in North Carolina |
| General Assistance (GA) | Called Work First Cash Assistance in North Carolina |
| Retirement Income from Social Security | Traditional monthly assistance to protect against out living savings |
| Pension or retirement income from a former job | Benefits from previous employers |
| Child support | Court-ordered payments to a parent |
| Alimony or other spousal support | Court-ordered payments to a former spouse |
| Other source | Please specify if you think a client has a source of income not referenced above |



Non-Cash Benefits



Source of Non-Cash Benefits

| | |
|---|--|
| Supplemental Nutrition Assistance Program (SNAP) | Previously called food stamps and is the largest program in the domestic hunger safety net |
| Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) | Food and Nutrition Services from USDA for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five |
| TANF Child Care services | Child Care subsidies from NC's Work First (TANF) program |
| TANF transportation services | May not apply to NC |
| Other TANF-funded services | Anything else! |
| Other source | Please specify if you think a client has a source of non-cash benefits not referenced above |



What else?

Are there situations that have come up that are not covered here?





Updating Sub-Assessments

How to Change Sub-Assessments

After the initial snapshot of a client at Project Start, Health Insurance, Income and Non-Cash Benefits can be changed in these locations

- Interim Updates
- Interim Annual Assessments
- Exit Assessments
- Post-Exit Follow-ups



How to change Sub-Assessments

| Previous Response | Change or Edit at Update | Action (always check EDA and Backdate) |
|-------------------|--------------------------|--|
| Gateway = No | Gateway = Yes | Change dropdown to Yes |
| Gateway = Yes | Gateway = No | Change dropdown to No |
| Type/Source = No | Type/Source = Yes | Do not edit previous Type/Source. Add new Type/Source as of the Update |
| Type/Source = Yes | Type/Source = Yes | Edit previous Type/Source and set end-date for day before the Update. Then Add new Type/Source as of the Update |
| Type/Source = Yes | Type/Source = No | Edit previous Type/Source and set end-date for day before the Update. Then use HUD Verification to set Type/Source to No |

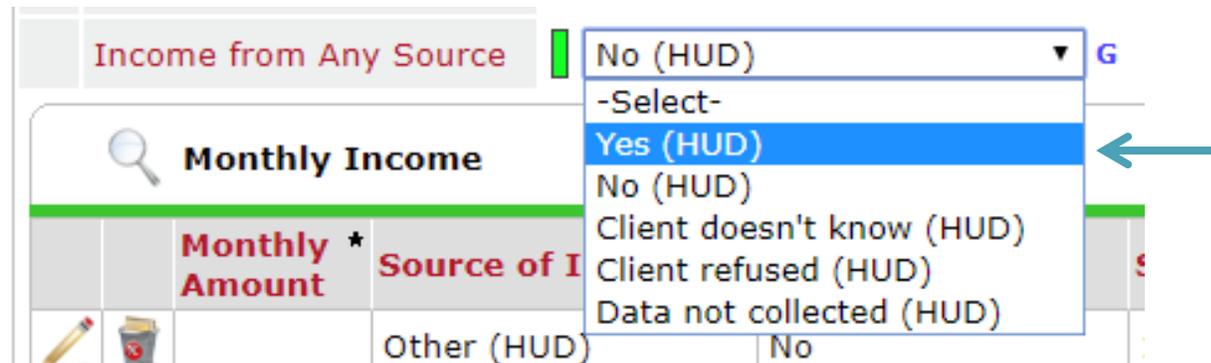
How to change Sub-Assessments

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



The screenshot shows a data entry interface for 'Income from Any Source'. A dropdown menu is open, displaying the following options: 'No (HUD)', '-Select-', 'Yes (HUD)', 'No (HUD)', 'Client doesn't know (HUD)', 'Client refused (HUD)', and 'Data not collected (HUD)'. The 'Yes (HUD)' option is highlighted in blue, and a blue arrow points to it from the right. Below the dropdown, a table is partially visible with columns for 'Monthly Amount' and 'Source of Income'. The 'Source of Income' column has 'Other (HUD)' and 'No' listed as options.

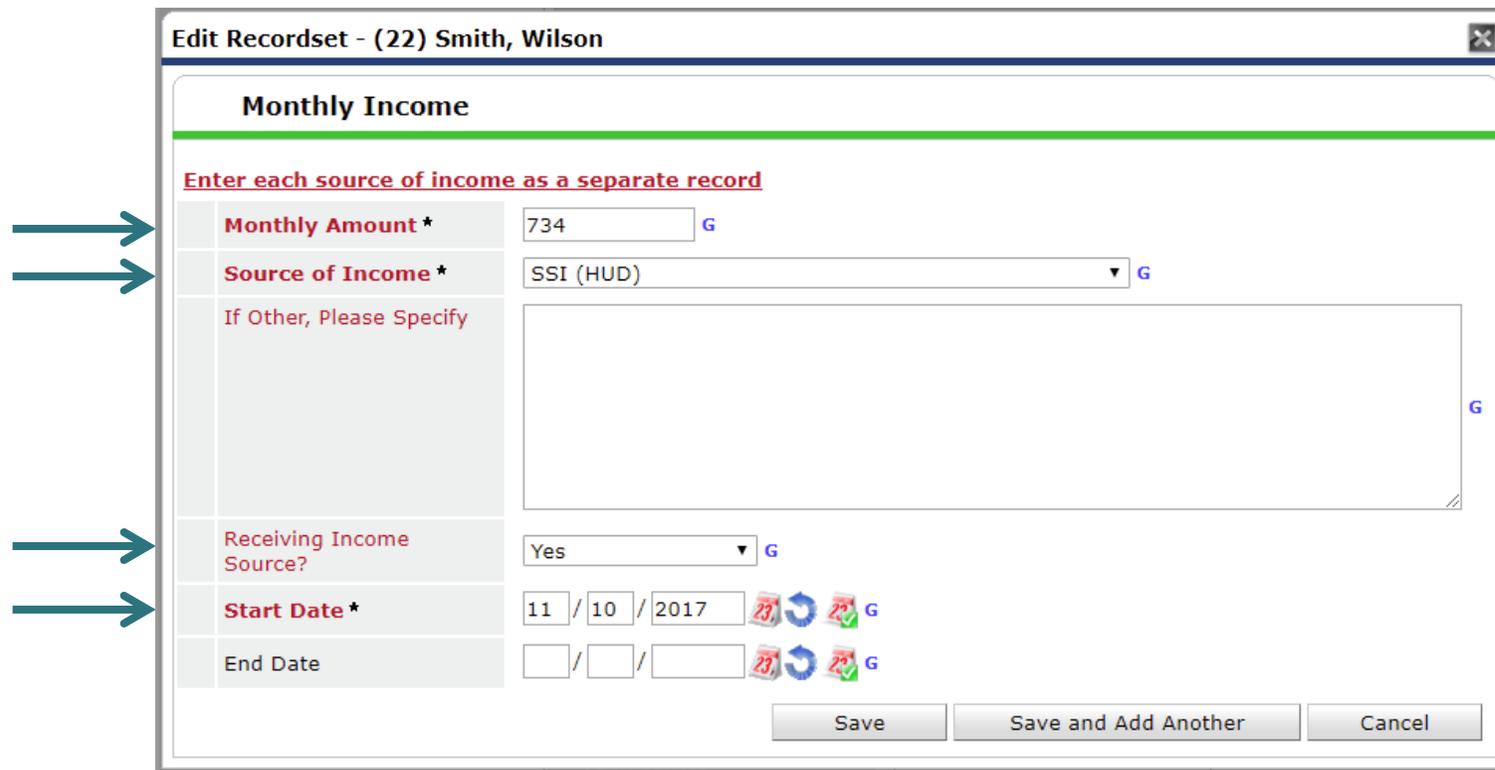
How to change Sub-Assessments

4. Click Add for a new SSI response



A toolbar with several buttons: 'Add' (highlighted with a blue border), 'View Gross Income', 'Showing 1-5 of 15', 'First', 'Previous', 'Next', and 'Last'.

5. Complete Income Source information



Edit Recordset - (22) Smith, Wilson

Monthly Income

Enter each source of income as a separate record

| | | |
|---------------------------------|----------------|---|
| Monthly Amount * | 734 | G |
| Source of Income * | SSI (HUD) | G |
| If Other, Please Specify | | |
| Receiving Income Source? | Yes | G |
| Start Date * | 11 / 10 / 2017 | G |
| End Date | | G |

Buttons: Save, Save and Add Another, Cancel

Arrows point to the 'Monthly Amount *', 'Source of Income *', 'Receiving Income Source?', and 'Start Date *' fields.

How to change Sub-Assessments

- Now check that the Gateway, Sources and HUD Verification all align and are correct

****ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS****

Total monthly income G

Income from Any Source Yes (HUD) No G

Monthly Income HUD Verification

| | | Monthly Amount * | Source of Income * | Receiving Income Source? | Start Date * | End Date |
|--|--|------------------|---|--------------------------|--------------|----------|
| | | US\$734.00 | SSI (HUD) | Yes | 11/10/2017 | |
| | | | Other (HUD) | No | 10/31/2017 | |
| | | | Worker's Compensation (HUD) | No | 10/31/2017 | |
| | | | VA Non-Service Connected Disability Pension (HUD) | No | 10/31/2017 | |
| | | | Unemployment Insurance (HUD) | No | 10/31/2017 | |

Add View Gross Income Showing 1-5 of 16 First Previous Next Last



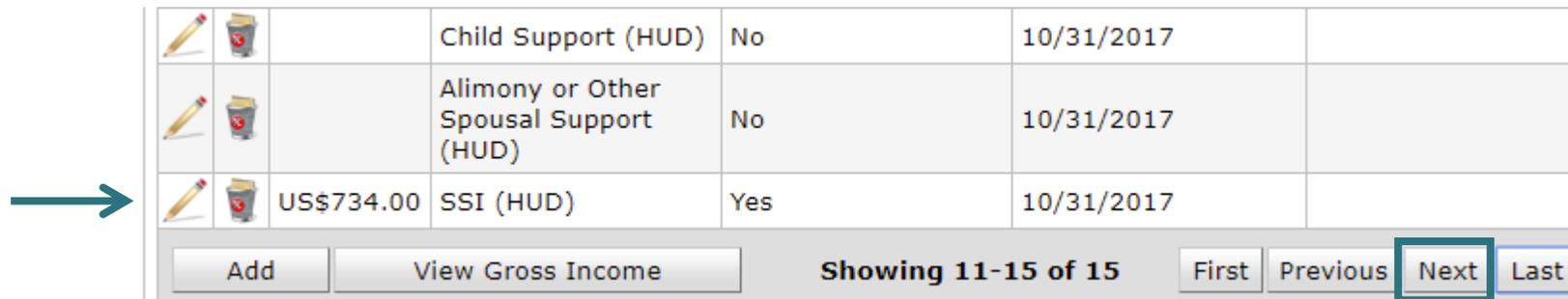
How to change Sub-Assessments

Example B

John Smith is receiving \$734 SSI income at project start Oct 31st but his SSI income has increased to \$786 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 John's Entry/Exit tab and Add an Interim Update
3. Find the SSI Income Source and click the pencil icon to edit



| | | | | | | |
|---|---|------------|--|-----|------------|--|
|  |  | | Child Support (HUD) | No | 10/31/2017 | |
|  |  | | Alimony or Other Spousal Support (HUD) | No | 10/31/2017 | |
|  |  | US\$734.00 | SSI (HUD) | Yes | 10/31/2017 | |

→

Add View Gross Income Showing 11-15 of 15 First Previous **Next** Last



How to change Sub-Assessments

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

The screenshot shows a software window titled "Edit Recordset - (123) Smith, John". The main section is "Monthly Income" with a sub-instruction: "Enter each source of income as a separate record". The form contains the following fields:

- Monthly Amount ***: Input field with "734" and a "G" icon.
- Source of Income ***: Dropdown menu with "SSI (HUD)" selected and a "G" icon.
- If Other, Please Specify**: A large empty text area with a "G" icon.
- Receiving Income Source?**: Dropdown menu with "Yes" selected and a "G" icon.
- Start Date ***: Date input field showing "10 / 31 / 2017" with calendar icons and a "G" icon.
- End Date**: Date input field showing "11 / 09 / 2017" with calendar icons and a "G" icon. A blue arrow points to this field.

At the bottom of the window are four buttons: "Print Recordset", "Save" (highlighted with a blue box), "Save and Add Another", and "Cancel".

5. Click Add for a new SSI response

The screenshot shows a navigation bar with the following elements:

- Add**: Button highlighted with a blue box.
- View Gross Income**: Button.
- Showing 1-5 of 15**: Text indicating the current page and total records.
- First**, **Previous**, **Next**, **Last**: Navigation buttons.

How to change Sub-Assessments

6. Complete Income Source information

Add Recordset - (123) Smith, John

Monthly Income

Enter each source of income as a separate record

| | |
|---------------------------------|---|
| Monthly Amount * | <input type="text" value="786"/> G |
| Source of Income * | SSI (HUD) ▼ G |
| If Other, Please Specify | <input type="text"/> G |
| Receiving Income Source? | Yes ▼ G |
| Start Date * | <input type="text" value="11"/> / <input type="text" value="10"/> / <input type="text" value="2017"/> G |
| End Date | <input type="text"/> / <input type="text"/> / <input type="text"/> G |

Save **Save and Add Another** **Cancel**



How to change Sub-Assessments

- Now check that the Gateway, Sources, and HUD Verification all align and are correct

****ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS****

Total monthly income G

Income from Any Source Yes (HUD) No G

Monthly Income HUD Verification

| | Monthly Amount * | Source of Income * | Receiving Income Source? | Start Date * | End Date |
|---|------------------|--|--------------------------|--------------|----------|
|   | US\$786.00 | SSI (HUD) | Yes | 11/10/2017 | |
|   | | Other (HUD) | No | 10/31/2017 | |
|   | | Worker's Compensation (HUD) | No | 10/31/2017 | |
|   | | VA Non-Service Connected Disability Pension (HUD) | No | 10/31/2017 | |
|   | | VA Service Connected Disability Compensation (HUD) | No | 10/31/2017 | |

Add View Gross Income Showing 1-5 of 16 First Previous Next Last





What's Next?

What's Next Calendar

| Due | Report/Event Name |
|---------------------------|---|
| October - February | System Performance Measures Reports |
| Jan 16 th | NC BoS CoC HMIS Users Meeting |
| Jan 29 th | Point-in-Time Count night! |
| January - March | Point in Time / Housing Inventory Count Reports |
| February 20 th | NC BoS CoC HMIS Users Meeting |
| May/June | Longitudinal System Analysis Report |

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Contact NCCEH Data Center Help Desk

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NCCEH