

HMIS@NCCEH

NC BOS CoC HMIS Users Meeting

July 2020



**NC COALITION^{to}_{end}
HOMELESSNESS**

Agenda

July 2020

System Updates
COVID-19 Response

How can we help?
Notes options for Case Management
Exit Data

We Love Data
PIT and HIC 2020

What's Next?



NCCEH

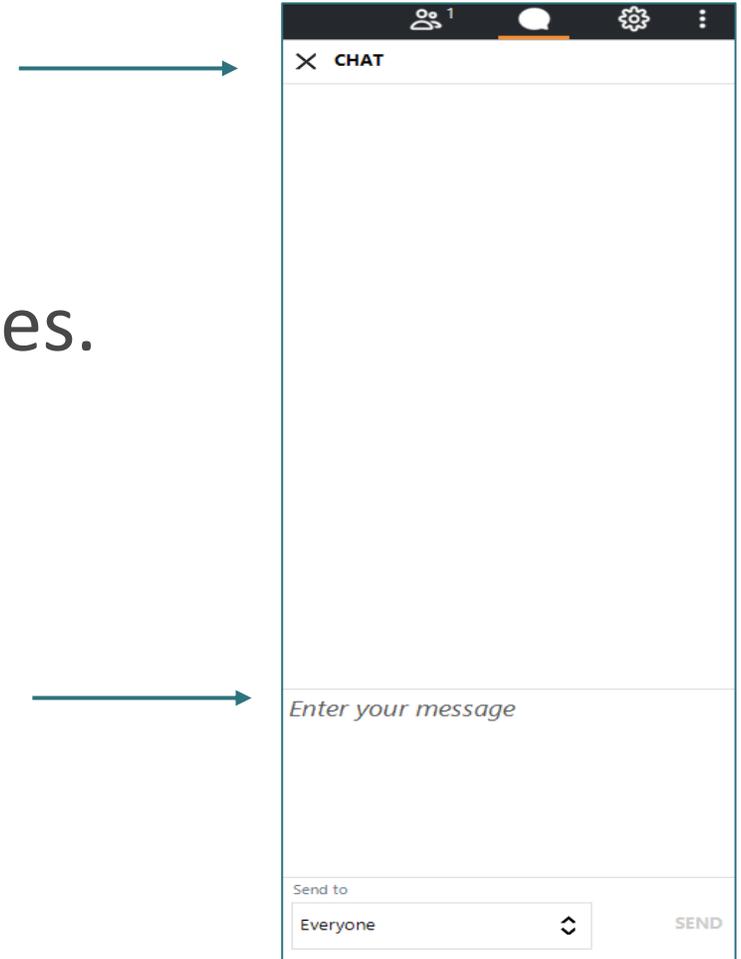
Welcome

Reminders

Your line is muted.

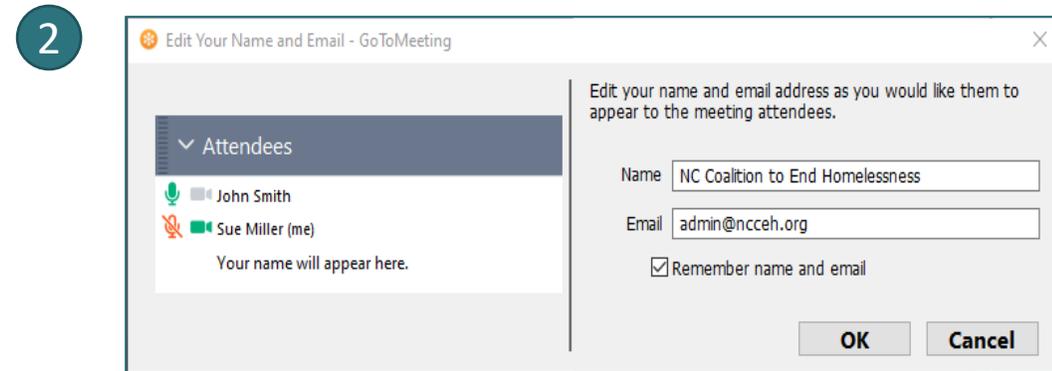
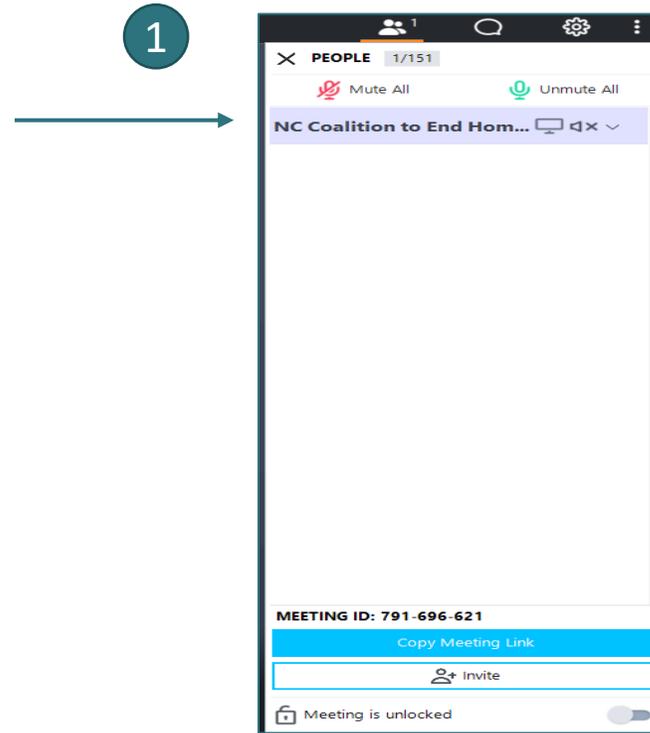
We will unmute the line during Q&A pauses.

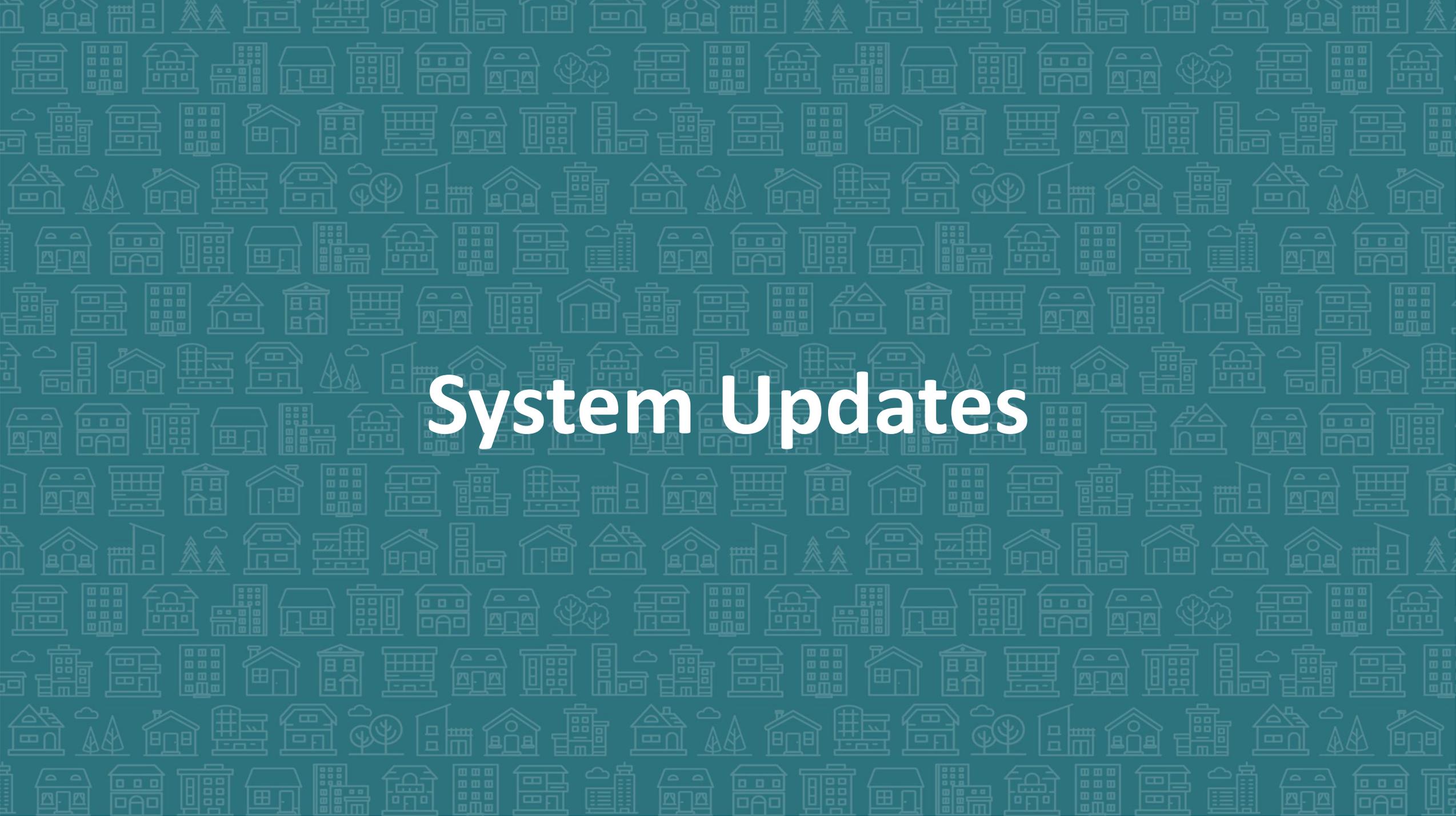
The chat box is available to use anytime.



Who is here?

- Enter your full names, so we know who attended and who asks questions
- If multiple folks are watching at once, use a combo name like, “Andrea Carey and Andy Phillips – the Ands”

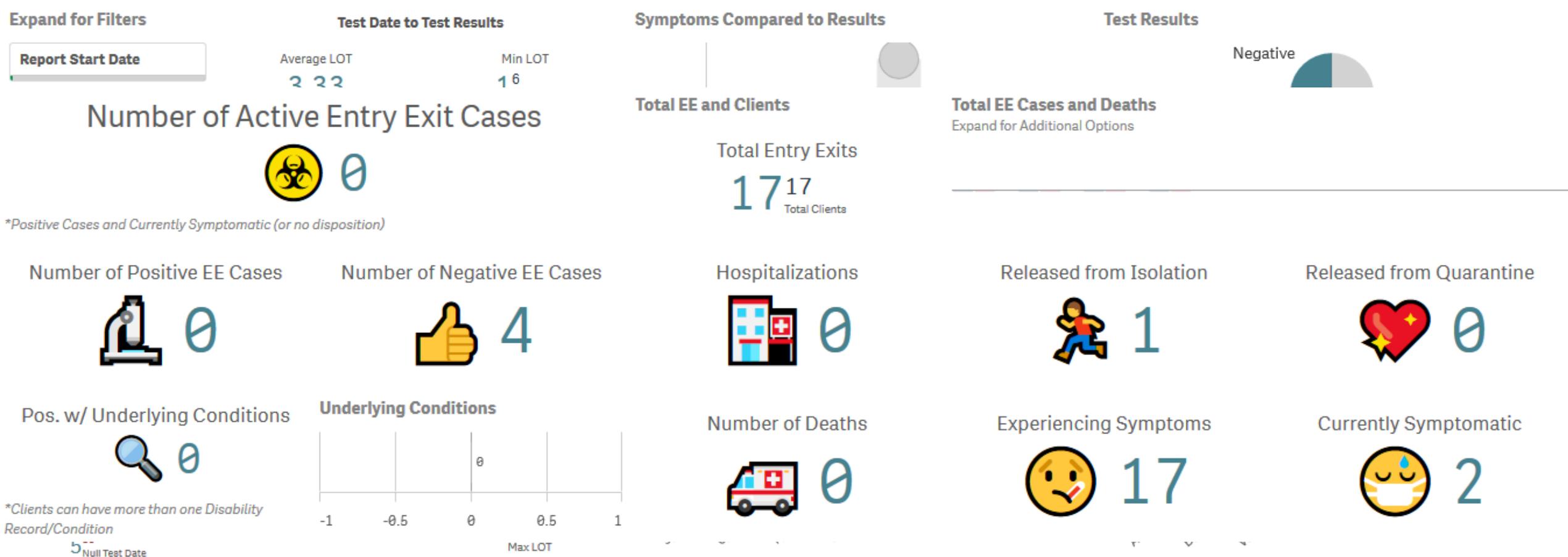




System Updates

COVID-19 data in HMIS

With more data entered, we could populate reports like these:



When you may need Project updates in HMIS

- Has funding changed or do you expect it to?
- Do some services have dedicated funding?
- Have beds moved from one location to another?
- Has the number of year-round or temporary beds changed? (Up or down)
- Are beds dedicated to a new group of clients like youth, veterans, or chronically homeless?
- Do you (or funders) want to report on different groups/services separately from others?

If you answer Yes to any of these questions, reach out to us at the Data Center!



ESG-CV Reporting

What we know

Special ESG-CV CAPER being created

De-duplicates clients across all sub-grantees

Submitted for entire HMIS Implementation

Quarterly

What we don't know

The Specifications – what measures will be different

1st deadline ...October?





How Can We Help?

Follow along if you'd like!

HMIS@NCCEH training site for ServicePoint*

sp5.servicept.com/hmisncceh_training

*Remember, all HMIS Users have a training profile that mirrors your active one. Forgot your password? You can reset it just like the live site.



NCCEH

Notes: Where to Add

- Case Goals (June User Meeting)
- Referrals
- Service Transactions



Notes: Preferred Format

- Date and Time
- Note
- Initials

This Client is not a member of any Households.	
Provider *	Heading Home - Rowan County - Rapid Re-Housing - CoC (7390) ▼
Case Manager	Helen Housing Test ▼
Note Date *	07 / 13 / 2020   
Note *	07/13/2020 9:50 AM Client came into today to talk about their progress in class, they are really enjoying it and find it to be a good challenge. HH



Notes: Referrals

Client Information

Service Transactions

Service Transaction Dashboard



Add Need



Add Service



Add Multiple Services



Add Referrals



View Previous Service Transactions



View Shelter Stays



View Entire Service History



Notes: Referrals

- Select Need and Add Terms

Needs Assignment

 Select up to 5 Needs

Service Code Quicklist

- Case/Care Management (PH-1000)
- Eviction Prevention Legal Assistance (FT-4500.1800)
- Landlord/Tenant Dispute Resolution (FT-4500.4600)
- Rental Deposit Assistance (BH-3800.7250)
- Rent Payment Assistance (BH-3800.7000)
- Utility Assistance (BV-8900)

Notes: Referrals

- Scroll to the Bottom
- Select Notes
- Save All

▼ **Need Data**

Date of Need * 07 / 13 / 2020    10 : 15 : 11 AM

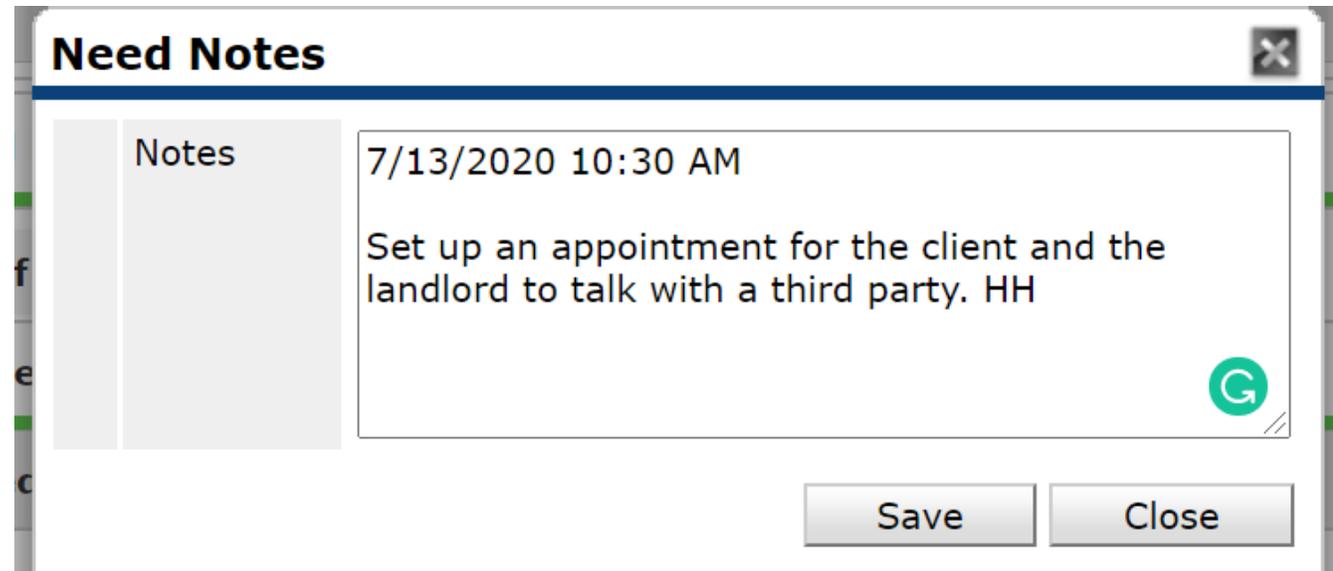
Selected Needs

	Need	Amount if Financial	Need Status / Outcome / If Not Met, Reason	Notes
	Landlord/Tenant Dispute Resolution (FT-4500.4600)	<input type="text"/>	In Progress -Select- -Select-	

Remove All Needs

Notes: Referrals

- Same Format: Date, Time, Note
- One Note per Referral



Need Notes

Notes

7/13/2020 10:30 AM

Set up an appointment for the client and the landlord to talk with a third party. HH

Save Close

Notes: Referrals

- No Number on the Note

▼ **Need Data**

Date of Need * 07 / 13 / 2020    10 : 15 : 11 AM

Selected Needs

	Need	Amount if Financial	Need Status / Outcome / If Not Met, Reason	Notes
	Landlord/Tenant Dispute Resolution (FT-4500.4600)		In Progress ▾ -Select- ▾ -Select- ▾	

Remove All Needs

Notes: Referrals

Client Information

Service Transactions

Service Transaction Dashboard



Add Need



Add Service



Add Multiple Services



Add Referrals



View Previous Service Transactions



View Shelter Stays



View Entire Service History



NCCEH

Notes: Referrals

- Referrals Tab to see Referral from Agency Side

Needs Services **Referrals** Shelter Stays Entire Service History

Previous Referrals

Select Dates: -Select- Start Date: [] / [] / [] End Date: [] / [] / [] More Search

	Need Date	Referred Date	Referred To	Referral Outcome	Need Type	Need Status	Need Outcome
	07/13/2020	07/13/2020	Allied Churches of Alamance Co - Alamance County - Rapid Rehousing - RRH - HUD		Landlord/Tenant Dispute Resolution	In Progress	

Add Referral Showing 1-1 of 1

Notes: Referrals

- Display set up on the Referral Tab

 **Need Information**

Need	Landlord/Tenant Dispute Resolution (FT-4500.4600)
Provider	Heading Home - Rowan County - Rapid Re-Housing - CoC (7390)
Date of Need	07/13/2020 11:17:44 AM
Amount if Financial	No amount entered.
Notes	7/13/2020 10:30 AM Set up an appointment for the client and the landlord to talk with a third party. HH

Referral Data [Send Summary](#)

Referred-To Provider	Allied Churches of Alamance Co - Alamance County - Rapid Rehousing - RRH - HUD (7218)
Needs Referral Date *	07 / 13 / 2020    11 : 17 : 44 AM
Referral Ranking	-Select- ▾
Referral Outcome	-Select- ▾

Notes: Referrals

- Now editable!

Need Information	
Provider *	Heading Home - Rowan County - Rapid Re-Housing - CoC (7390) <input type="button" value="Search"/> <input type="button" value="My Provider"/> <input type="button" value="Clear"/>
Need *	Landlord/Tenant Dispute Resolution (FT-4500.4600) <input type="button" value="Look Up"/>
Date of Need *	07 / 13 / 2020 <input type="button" value="23"/> <input type="button" value="23"/> 11 : 17 : 44 AM <input type="button" value="23"/>
Amount if Financial	<input type="text"/>
Notes	<div style="border: 2px solid #008080; padding: 5px;">7/13/2020 10:30 AM Set up an appointment for the client and the landlord to talk with a third party. HH</div>
Need Status *	In Progress <input type="button" value="v"/>



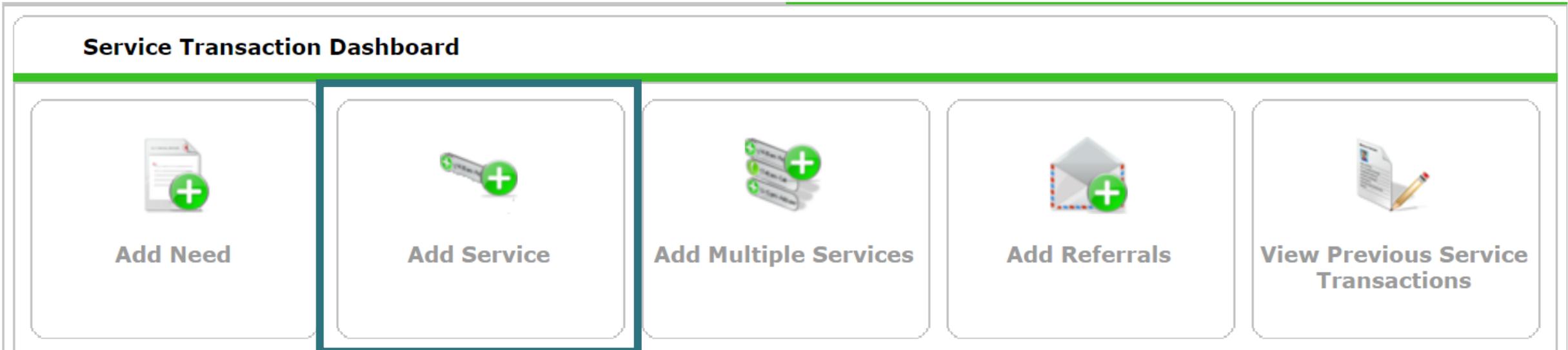
Notes: Referrals

- To edit the note, access through the Need in All Service Transactions

All Service Transactions												
Select Dates				Start Date			End Date			Search		
-Select- ▾				<input type="text"/> / <input type="text"/> / <input type="text"/>   			<input type="text"/> / <input type="text"/> / <input type="text"/>   			Search		
				Transaction Type	Date	Provider	Type	Need Status / Outcome	Need Goal			
				Need	07/13/2020	Heading Home - Rowan County - Rapid Re-Housing - CoC	Landlord/Tenant Dispute Resolution	In Progress				
				Referral	07/13/2020	Allied Churches of Alamance Co - Alamance County - Rapid Rehousing - RRH - HUD	Landlord/Tenant Dispute Resolution					

Notes: Service Transactions

- Add Need through Service Transaction Dashboard



Notes: Service Transactions

- Add Note to Service Transaction

Edit Service

▼ Household Members

This Client is not a member of any Households.

Service Provider *	 Heading Home - Rowan County - Rapid Re-Housing - CoC (7390)
Creating User	Andy Phillips
Start Date *	07 / 13 / 2020    11 ▾ : 08 ▾ : 16 ▾ AM ▾
End Date	/ /    ▾ : ▾ : ▾ ▾
Service Type *	 Case/Care Management (PH-1000)
Provider Specific Service	-Select- ▾
Service Notes	<p>07/13/2020 12:00 PM</p> <p>SW Client and got an update on their housing search and a new job. Job is going well, long hours but they're making it work. Housing search isn't as great, finding places just outside a sustainable range. HH</p>

Service Costs

Number of Units	<input type="text"/>
Unit Type	-Select- ▾
Cost per Unit	\$ <input type="text"/>
Total Cost of Units	



Notes: Service Transactions

- Select the Service, not the Need, to edit the note

All Service Transactions										
Select Dates				Start Date			End Date			Search
-Select- ▾				/ /   			/ /   			
				Transaction Type	Date	Provider	Type	Need Status / Outcome	Need Goal	
				Need	07/13/2020	Heading Home - Rowan County - Rapid Re-Housing - CoC	Case/Care Management	Closed		
				Service	07/13/2020	Heading Home - Rowan County - Rapid Re-Housing - CoC	Case/Care Management			



Reason for Leaving

Why has this client's project exit occurred?

Common *Reasons for Leaving*:

- *Completed program* is when a client leaves after moving into housing with support from the project.
- *Left for housing opp. before completing program* means that the client found other shelter or housing without support from the project.
- *Does not or no longer qualifies for the program* is used when the client can no longer use core services (financial or supportive) and is no longer eligible for the project.
- *Unknown/Disappeared* is used when project staff do not know the reason for leaving.



Reason for Leaving

Reason for Leaving options to stay away from:

- *Other:* As with other data elements “Other” does not tell us any information and the specify box does not pull on reports. Please select other options.
- *Anything with a Z- at the front of it:* These are custom/specialized responses that most projects will not be using.

If you cannot find an option that works

- give us a call/email and we can talk through what might work and/or
- take the new picklist value to the appropriate channels for possible changes



Reason for Leaving

Edit Exit Data - (15) Star, Skip

Household Members

i To update Household members for this Exit Data, click the box beside each name.

(2) Child w/single parent

(15) Star, Skip

Edit Exit Data - (15) Star, Skip

Exit Date *	09 / 16 / 2019    9 : 55 : 24 AM
Reason for Leaving	<div style="border: 1px solid black; padding: 2px;">-Select-</div>
If "Other", Specify	<div style="border: 1px solid black; padding: 2px;">-Select-</div>
Destination *	<div style="border: 1px solid black; padding: 2px;">Completed program</div>
If "Other", Specify	<div style="border: 1px solid black; padding: 2px;">Criminal activity / violence</div>
Notes	<div style="border: 1px solid black; padding: 2px;">Death</div>
	<div style="border: 1px solid black; padding: 2px;">Disagreement with rules/persons</div>
	<div style="border: 1px solid black; padding: 2px;">Left for housing opp. before completing program</div>
	<div style="border: 1px solid black; padding: 2px;">Needs could not be met</div>
	<div style="border: 1px solid black; padding: 2px;">Does not or no longer qualifies for program</div>
	<div style="border: 1px solid black; padding: 2px;">Non-compliance with program</div>
	<div style="border: 1px solid black; padding: 2px;">Non-payment of rent</div>
	<div style="border: 1px solid black; padding: 2px;">Other</div>
	<div style="border: 1px solid black; padding: 2px;">Reached maximum time allowed</div>
	<div style="border: 1px solid black; padding: 2px;">Unknown/Disappeared</div>

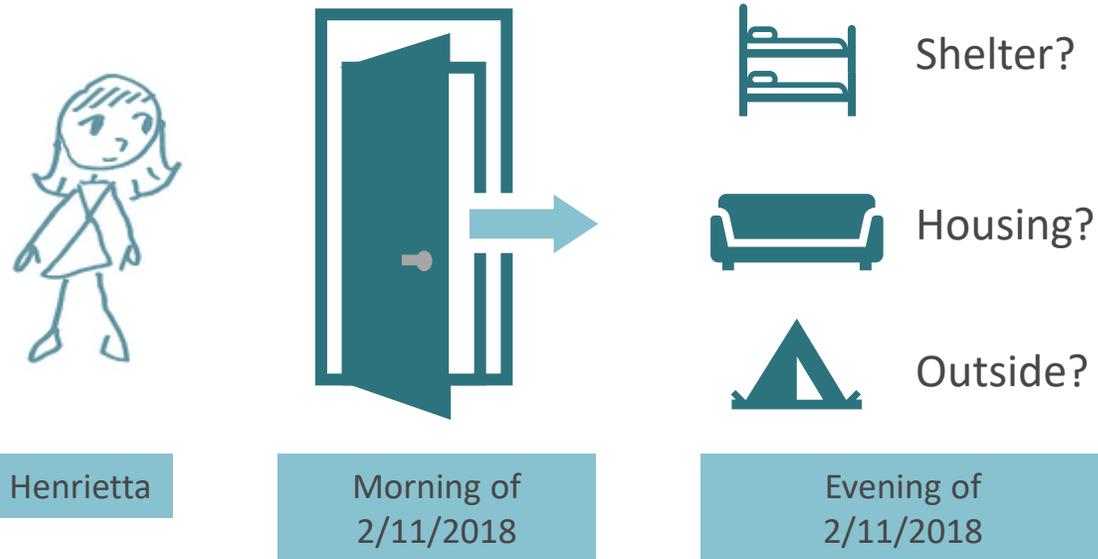


Exit Destination

What

Identify where a client will stay immediately exiting a project

If Henrietta exits, where will she sleep that night?

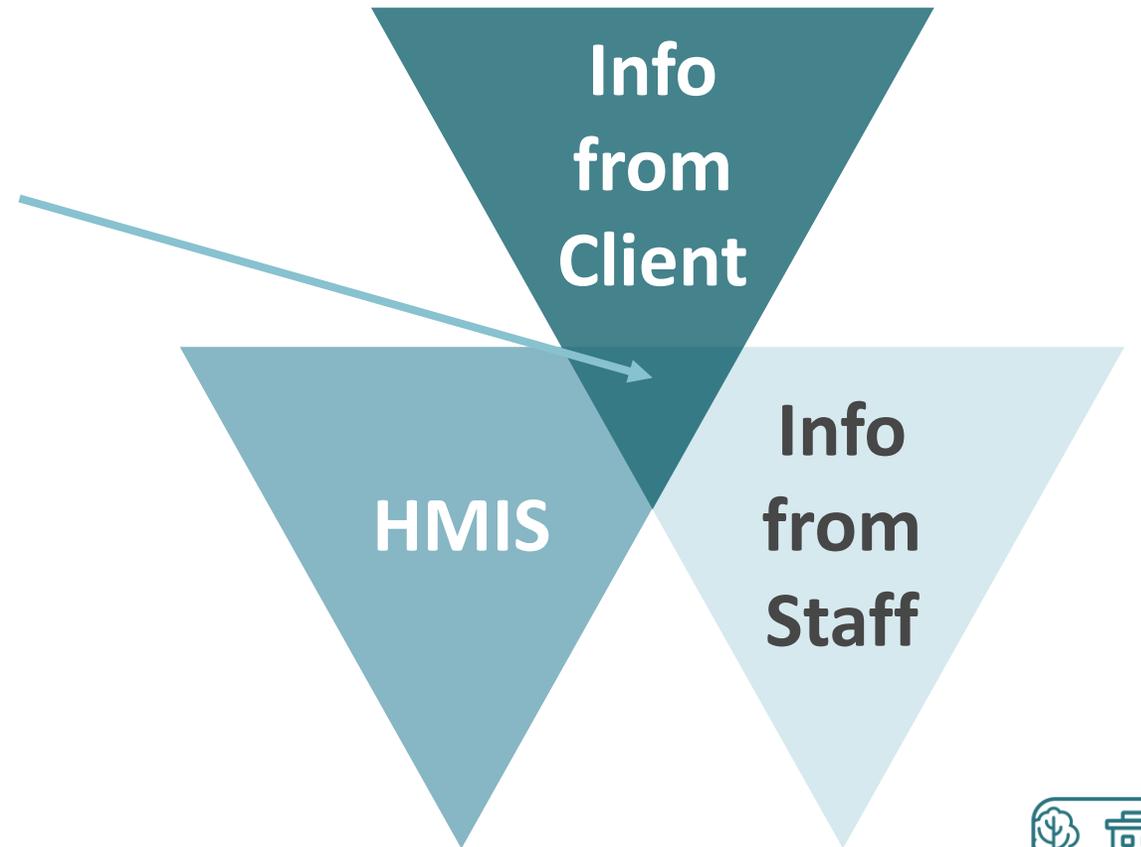


Exit Destination

Collection Notes

Use multiple sources for a better understanding and more accurate data.

If no information (after triangulating) is available, use No Exit Interview Completed.



Exit Destination



Who

All clients



Data Collection Stage

At project exit



Special Reminder

Other will be considered incomplete

Keep a copy of our [Exit Destination Guide](#) available to consult

Missing data is always better than inaccurate data!



Exit Destination

On the paper assessment

DESTINATION - Where will the client stay/sleep immediately after leaving this project?	
Homeless	<input type="checkbox"/> Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
	<input type="checkbox"/> Emergency shelter, including hotel or motel paid for <i>with</i> emergency shelter voucher, or RHY-funded Host Home shelter
Institutional	<input type="checkbox"/> Foster care home or foster care group home
	<input type="checkbox"/> Hospital or other residential non-psychiatric medical facility
	<input type="checkbox"/> Jail, prison, or juvenile detention facility
	<input type="checkbox"/> Long-term care facility or nursing home
	<input type="checkbox"/> Psychiatric hospital or other psychiatric facility
	<input type="checkbox"/> Substance abuse treatment facility or detox center
Temporary and Permanent	<input type="checkbox"/> Residential project or halfway house with no homeless criteria
	<input type="checkbox"/> Hotel or motel paid for <i>without</i> emergency shelter voucher
	<input type="checkbox"/> Transitional housing for homeless persons (including homeless youth)
	<input type="checkbox"/> Host Home (non-crisis)
	<input type="checkbox"/> Staying or living in friends, temporary tenure (e.g. room, apartment or house)
	<input type="checkbox"/> Staying or living with family, temporary tenure (e.g. room, apartment or house)
	<input type="checkbox"/> Staying or living with family, permanent tenure



Exit Destination

On the paper assessment

Temporary and Permanent (cont.)	<input type="checkbox"/> Staying or living in friends, permanent tenure
	<input type="checkbox"/> Moved from one HOPWA funded project to HOPWA PH
	<input type="checkbox"/> Moved from one HOPWA funded project To HOPWA TH
	<input type="checkbox"/> Rental by client, with GPD TIP housing subsidy
	<input type="checkbox"/> Rental by client, with VASH housing subsidy
	<input type="checkbox"/> Permanent housing (other than RRH) for formerly homeless persons
	<input type="checkbox"/> Rental by client, with RRH or equivalent subsidy
	<input type="checkbox"/> Rental by client, with HCV voucher (tenant or project based)
	<input type="checkbox"/> Rental by client in a public housing unit
	<input type="checkbox"/> Rental by client, no ongoing housing subsidy
	<input type="checkbox"/> Rental by client, with other ongoing housing subsidy
	<input type="checkbox"/> Owned by client, no ongoing housing subsidy
	<input type="checkbox"/> Owned by client, with ongoing housing subsidy
	Other
<input type="checkbox"/> Other (specify):	
<input type="checkbox"/> Deceased:	
<input type="checkbox"/> Client doesn't know	
<input type="checkbox"/> Client refused	
<input type="checkbox"/> Data not collected	



Exit Destination

Edit Exit Data - (15) Star, Skip

Household Members

To update Household members for this Exit Data, click the box beside each name.

(2) Child w/single parent

(15) Star, Skip

Edit Exit Data - (15) Star, Skip

Exit Date *	09 / 16 / 2019   9 : 55 : 24 AM
Reason for Leaving	Completed program
If "Other", Specify	
Destination *	-Select-
If "Other", Specify	
Notes	

Destination *

- Select-
- Select-
- HOMELESS SITUATIONS -----
- Place not meant for habitation (HUD)
- Emergency shelter, incl. hotel/motel paid for w/ ES voucher, or RHY-funded Host Home shelter (HUD)
- Safe Haven (HUD)
- INSTITUTIONAL SITUATIONS -----
- Foster care home or foster care group home (HUD)
- Hospital or other residential non-psychiatric medical facility (HUD)
- Jail, prison or juvenile detention facility (HUD)
- Long-term care facility or nursing home (HUD)
- Psychiatric hospital or other psychiatric facility (HUD)
- Substance abuse treatment facility or detox center (HUD)
- TEMPORARY AND PERMANENT HOUSING SITUATIONS -----
- Residential project or halfway house with no homeless criteria (HUD)
- Hotel or motel paid for without emergency shelter voucher (HUD)
- Transitional housing for homeless persons (including homeless youth) (HUD)
- Host Home (non-crisis) (HUD)
- Staying or living with friends, temporary tenure (HUD)

Spotlight on HMIS Guides

Go to [ncceh.org/hmis/trainings](https://www.ncceh.org/hmis/trainings) for Additional Resources like the Exit Destination Guide



We Love Data





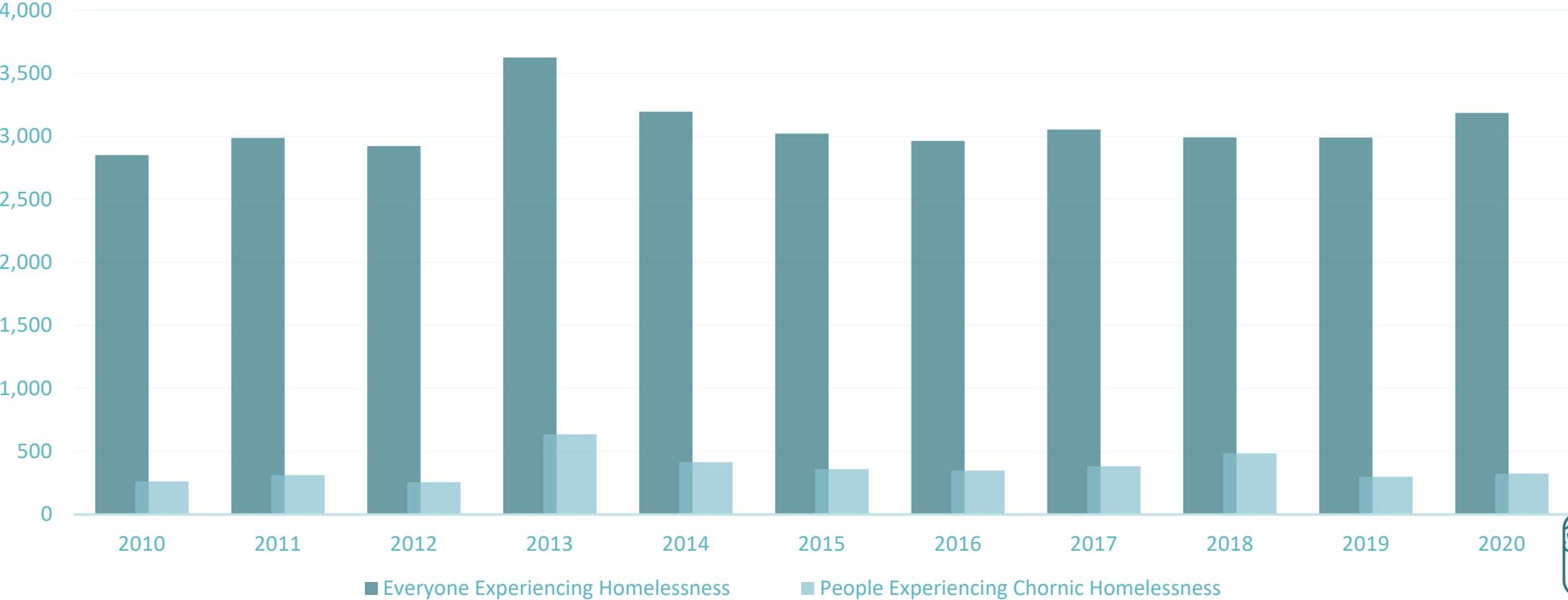
Point in Time

What data do we have today?

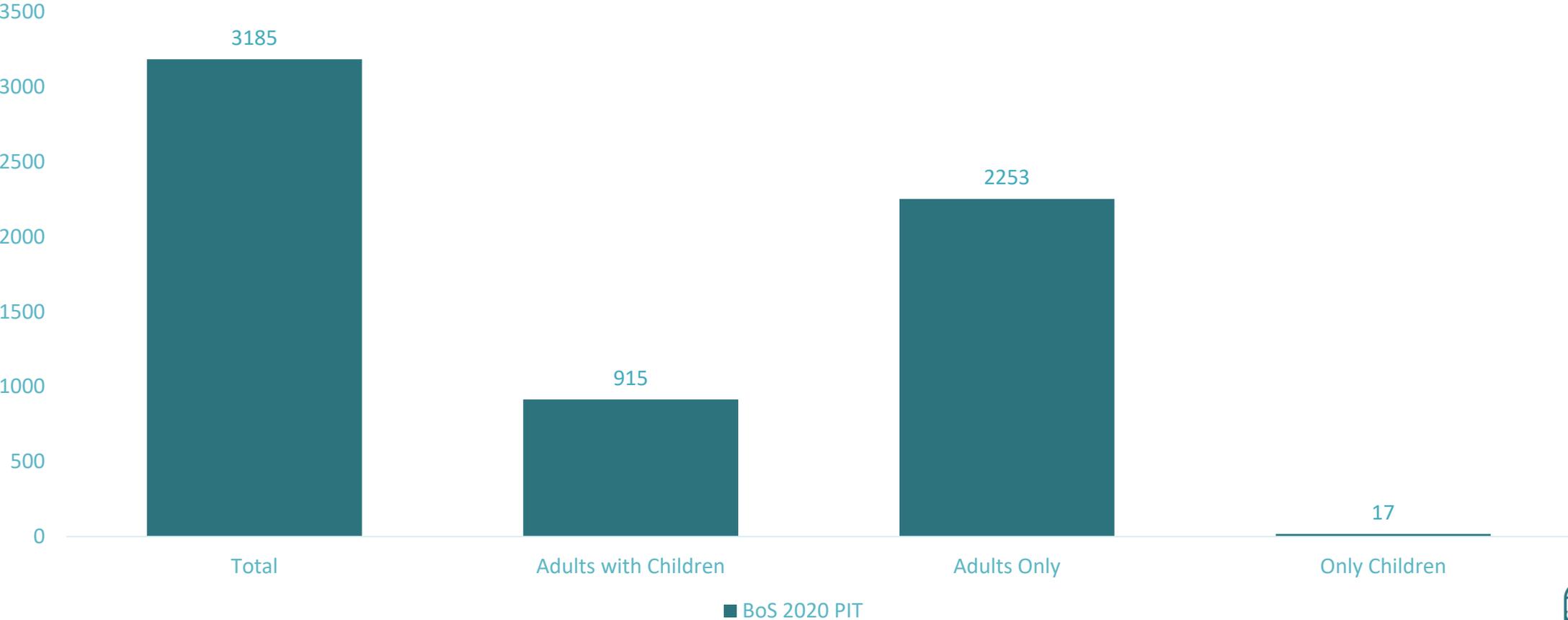
- Total People Counted Experiencing Homelessness January 29th, 2020
 - Data submitted to HUD for entire NC Balance of State
 - Limited Data available by Region, including
 - By Household type
 - By Sub-population (Vets, Youth, CH)
 - By Living Situation (Unsheltered, ES, TH)
- County Data not yet final
- Point in Time (by Region) posted (ncceh.org/datacenter/pitdata)
- Specific requests for data go to the Data Center (hmis@ncceh.org)

What does one day tell us?

People Counted in PIT, 2010-2020

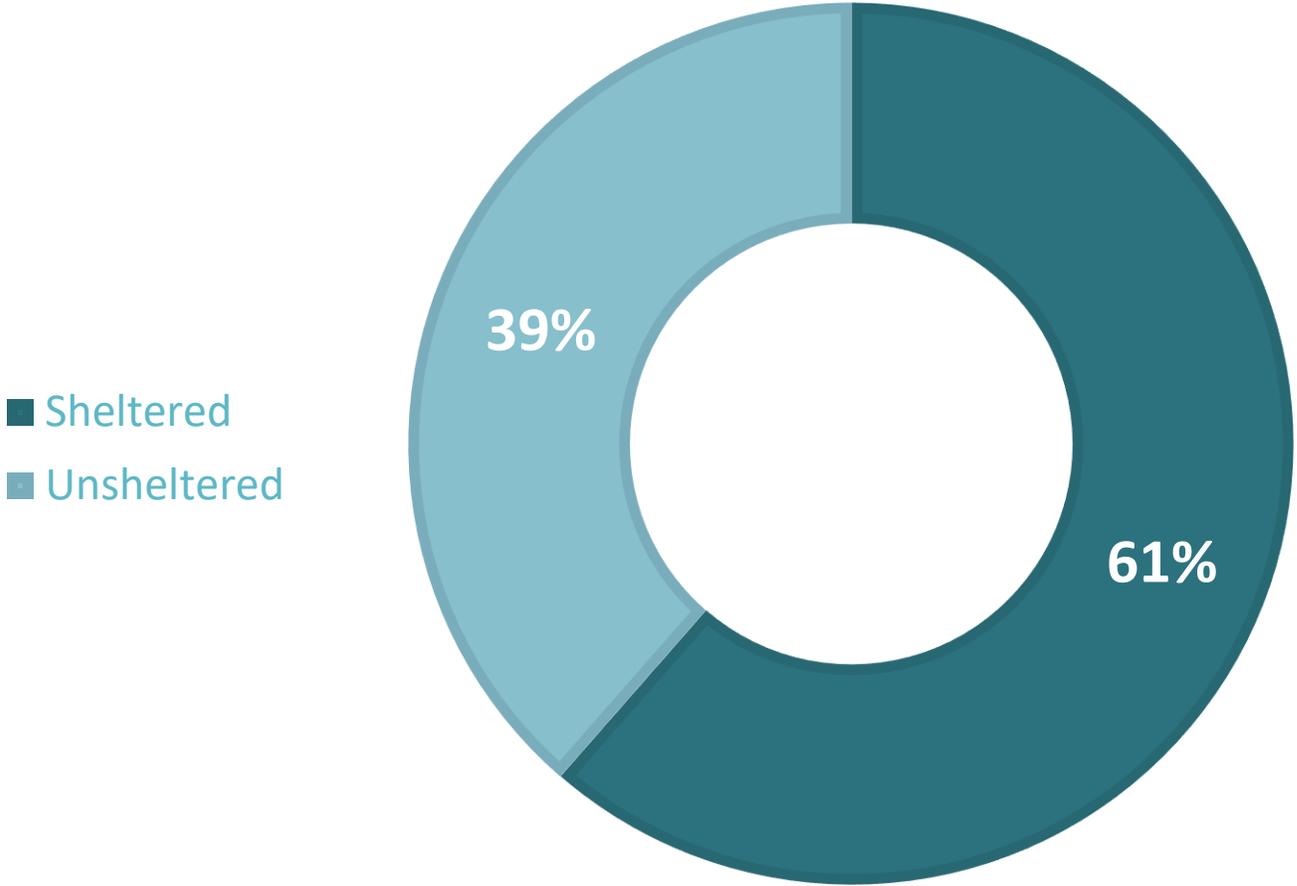


2020 Point in Time Count



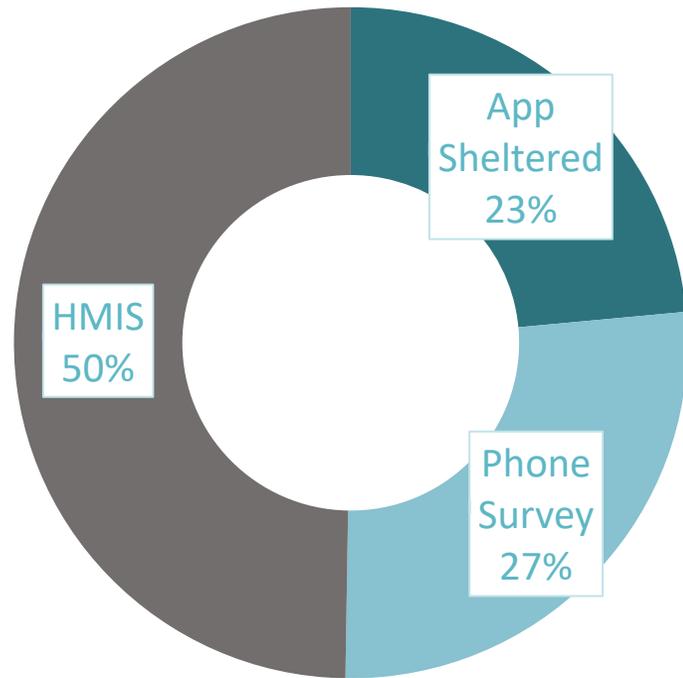
Location of People Experiencing Homelessness

PIT LIVING SITUATION 2020



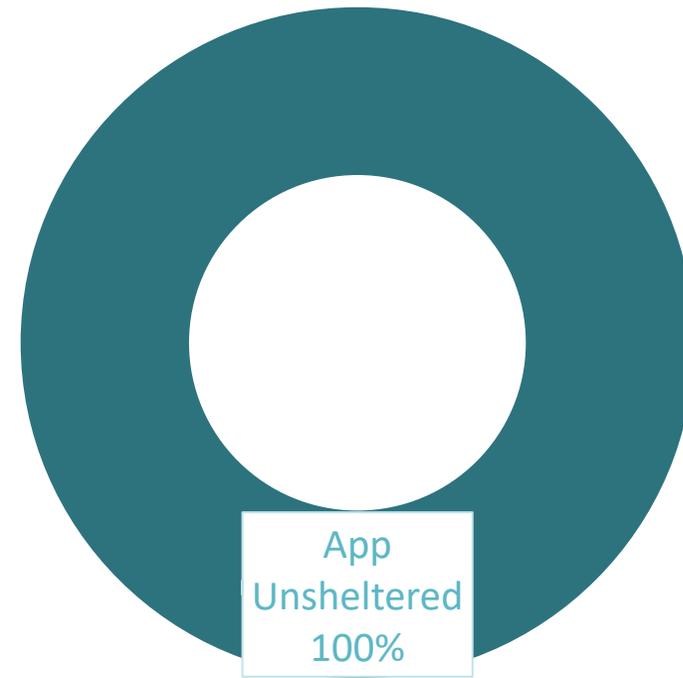
How were people Counted?

People Experiencing Sheltered Homelessness



■ App Sheltered ■ Phone Survey ■ HMIS

People Experiencing Unsheltered Homelessness

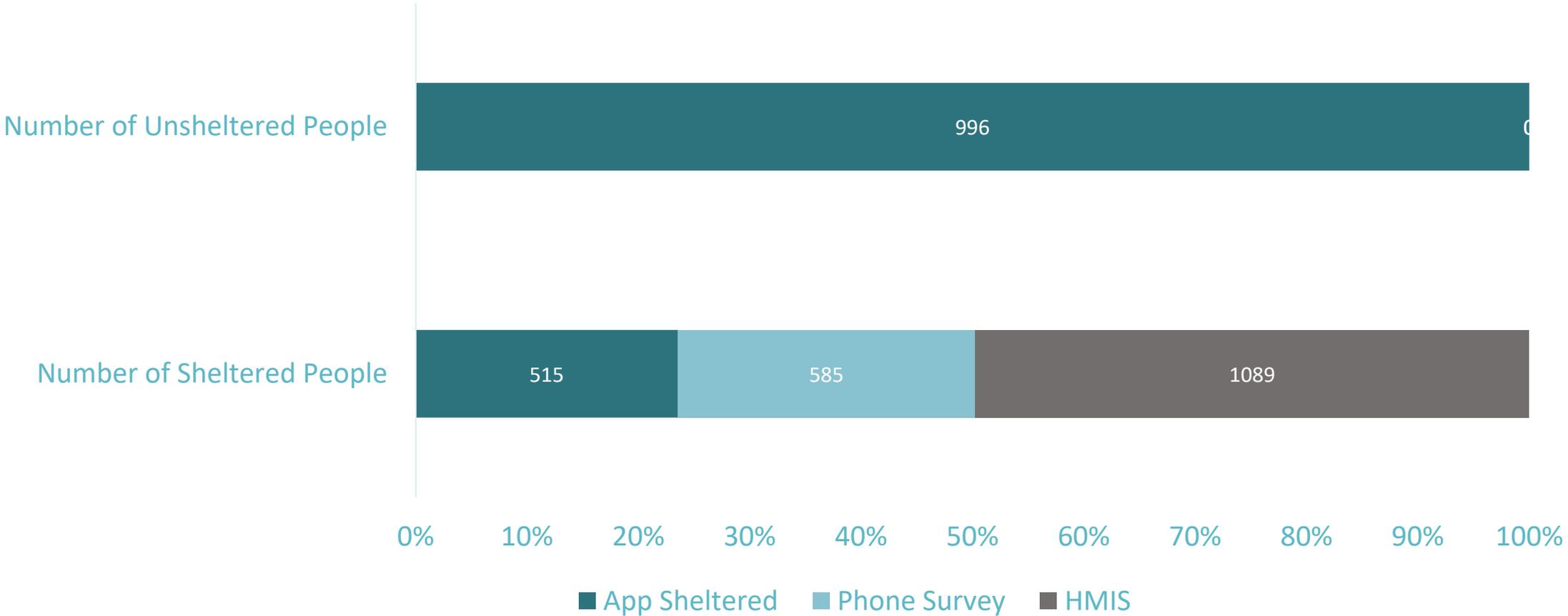


■ App Unsheltered



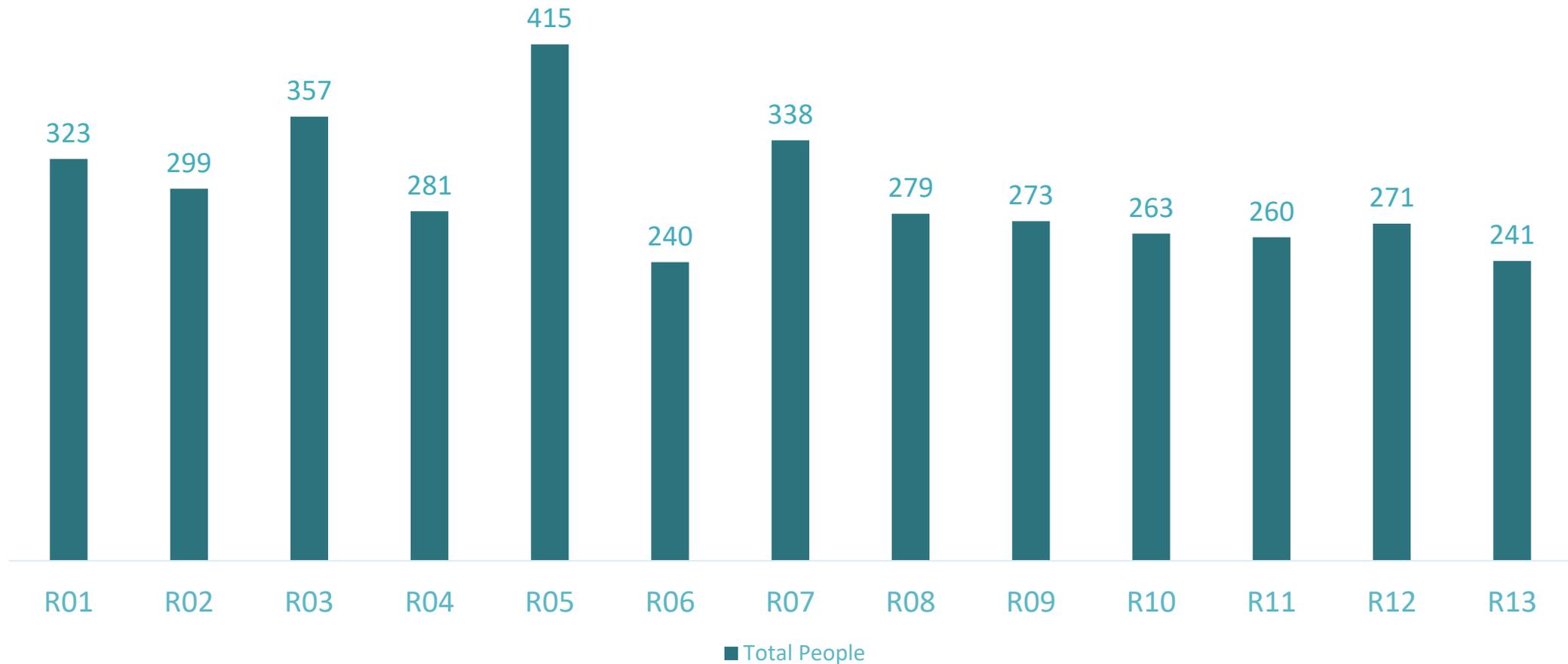
How were people Counted?

People Experiencing Homelessness



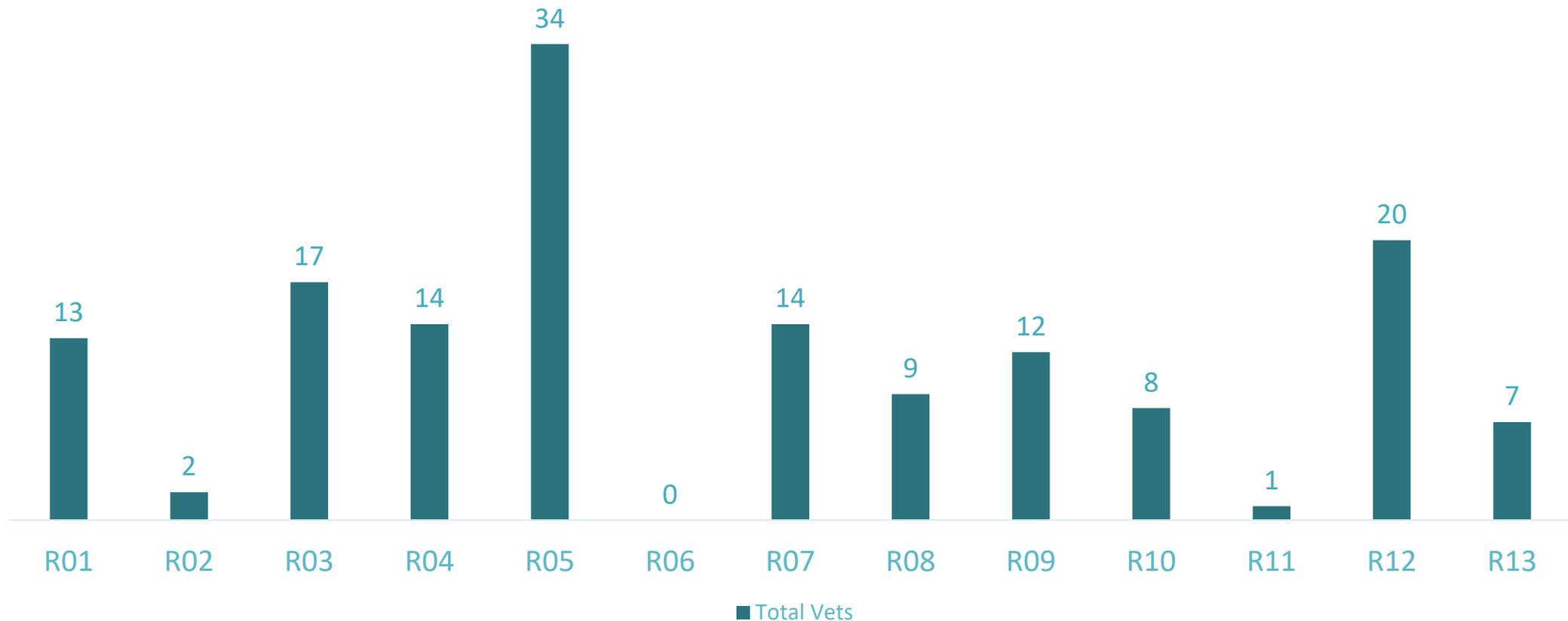
PIT Across Balance of State

Total People Counted by Region 2020



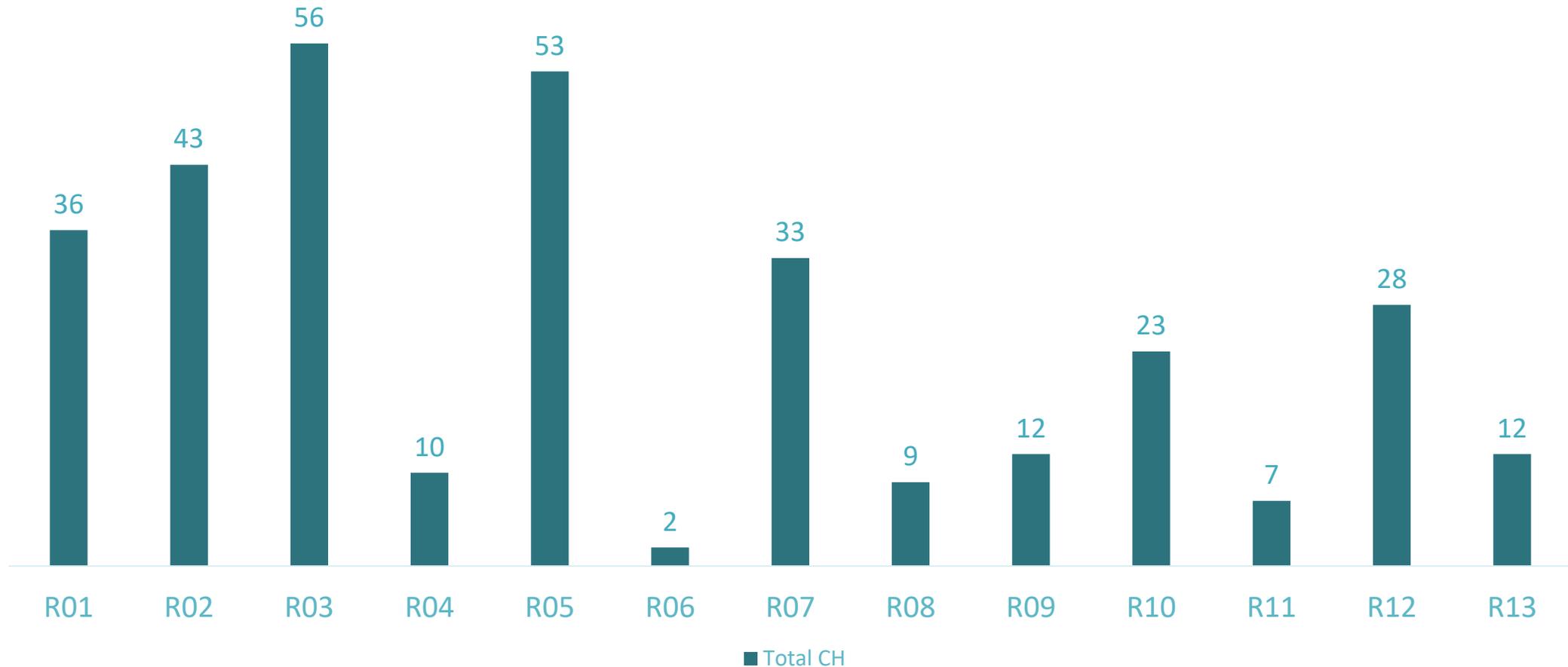
PIT Across Balance of State: Sub-populations

Total Veterans Counted by Region 2020



PIT Across Balance of State: Sub-populations

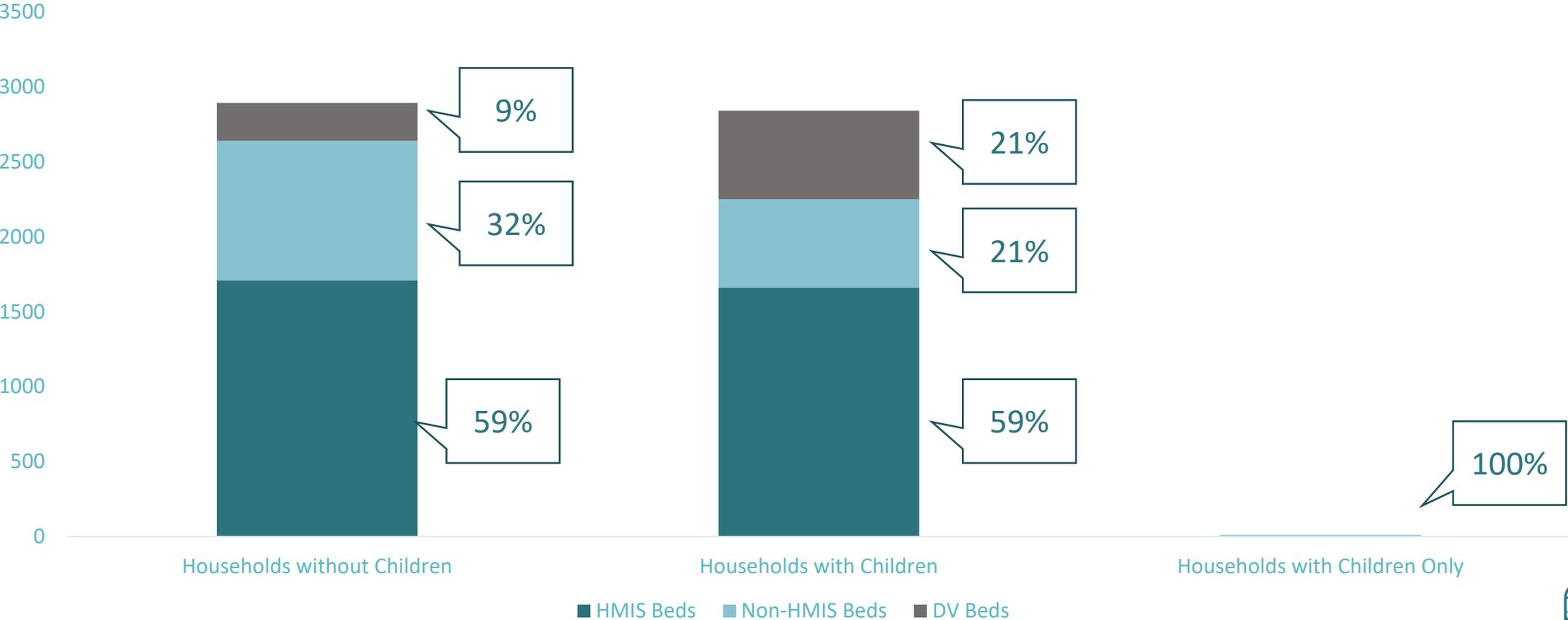
Total Experiencing Chronic Homelessness by Region 2020





Housing Inventory Count

HMIS Bed Coverage



What data do we have today?

- Total People Counted Experiencing Homelessness January 29th, 2020
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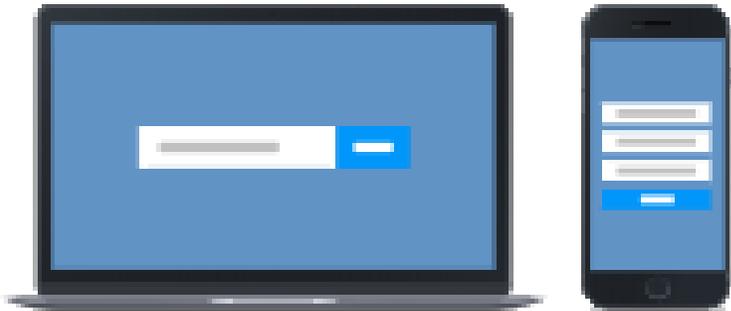
What's Next?

What's Next Calendar

Due	Report/Event Name
Mar 10 th	NC State of Emergency for COVID-19
Mar 18 th	COVID-19 Response questions in HMIS
Aug 20 th	Next NC BoS CoC HMIS Users Meeting
Aug/Sept	Longitudinal System Analysis Report
Oct 1 st	New CE Elements required in HMIS deadline
	First quarterly ESG-CV reports anticipated deadline

Poll: Next HMIS Users Meeting Topics

Join by Web



- 1 Go to **Pollev.com**
- 2 Enter **ANDREACAREY147**
- 3 Respond to activity

Join by Text



- 1 Text **ANDREACAREY147** to **22333**
- 2 Text in your message

Contact NCCEH

hello@ncceh.org

919.755.4393

NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997



NCCEH