

HMIS@NCCEH

NC BoS CoC HMIS Users Meeting

January 2021



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

Agenda

January 2021

System Updates

System Performance Measures

How can we help

Annual Assessments in HMIS

Changes in Income

Privacy Principles & Documentation

What's Next?

HMIS Calendar

Next HMIS Users Meeting

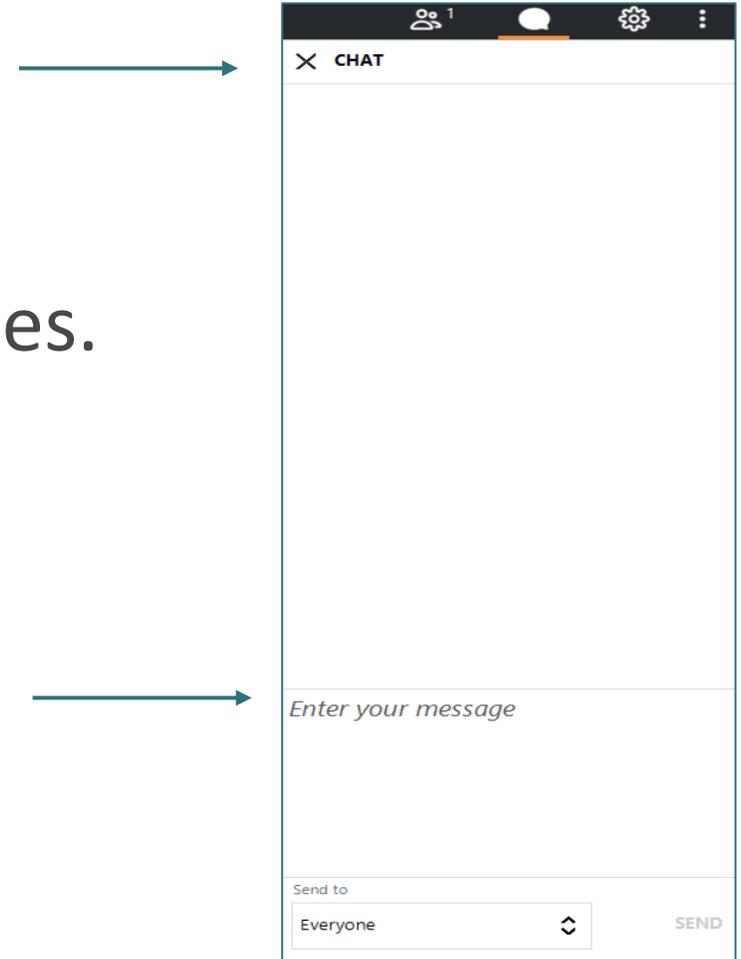
Welcome

Reminders

Your line is muted.

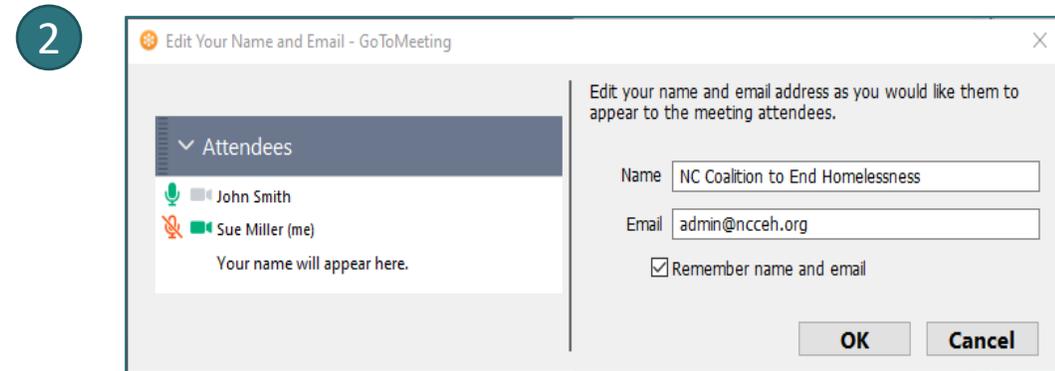
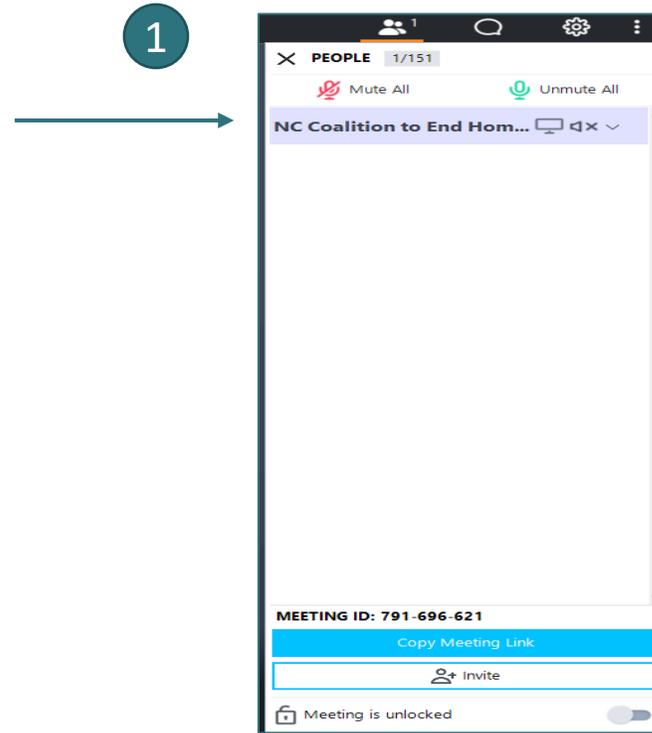
We will unmute the line during Q&A pauses.

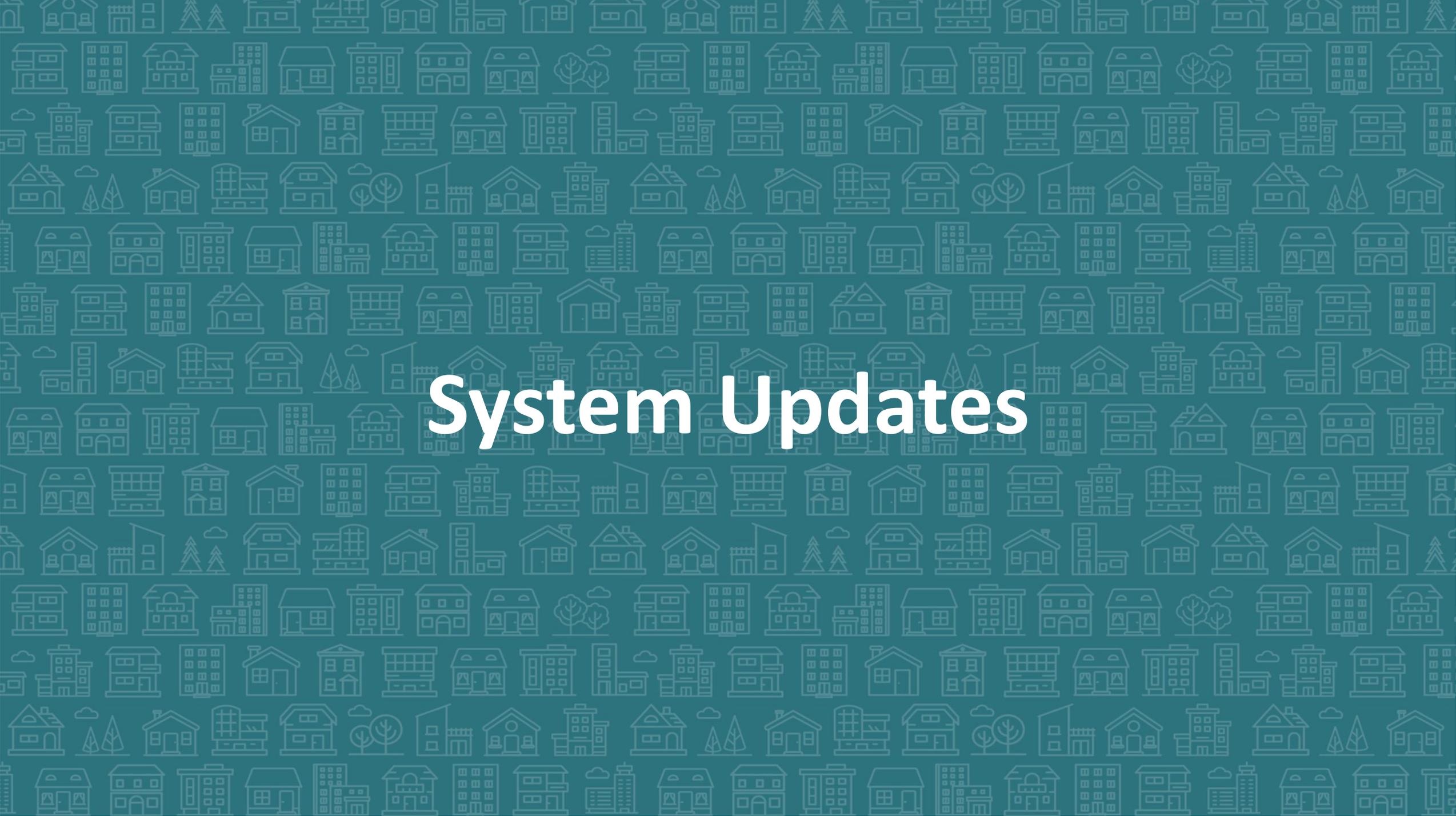
The chat box is available to use anytime.



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”





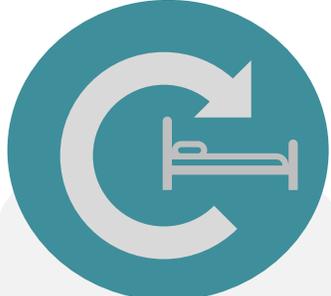
System Updates

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

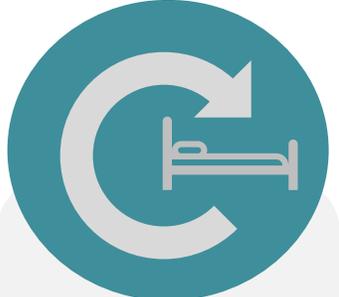
Exits and Retention of PH

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



LSA corrections reviewed/cut down on corrections for 3 measures already!



NCCEH

Timeline

Data is for FY2020 (10/1/19 – 9/30/2020)

- Reporting period includes data as far back as 10/1/2017
- May resubmit FY2019 if data has significantly changed

HUD's deadline for submission is March 1, 2021

- We've got to review and clean-up data ahead of this deadline.
- Length of Time Homeless, Returns to Homelessness, and Exit Destination are already in LSA corrections.

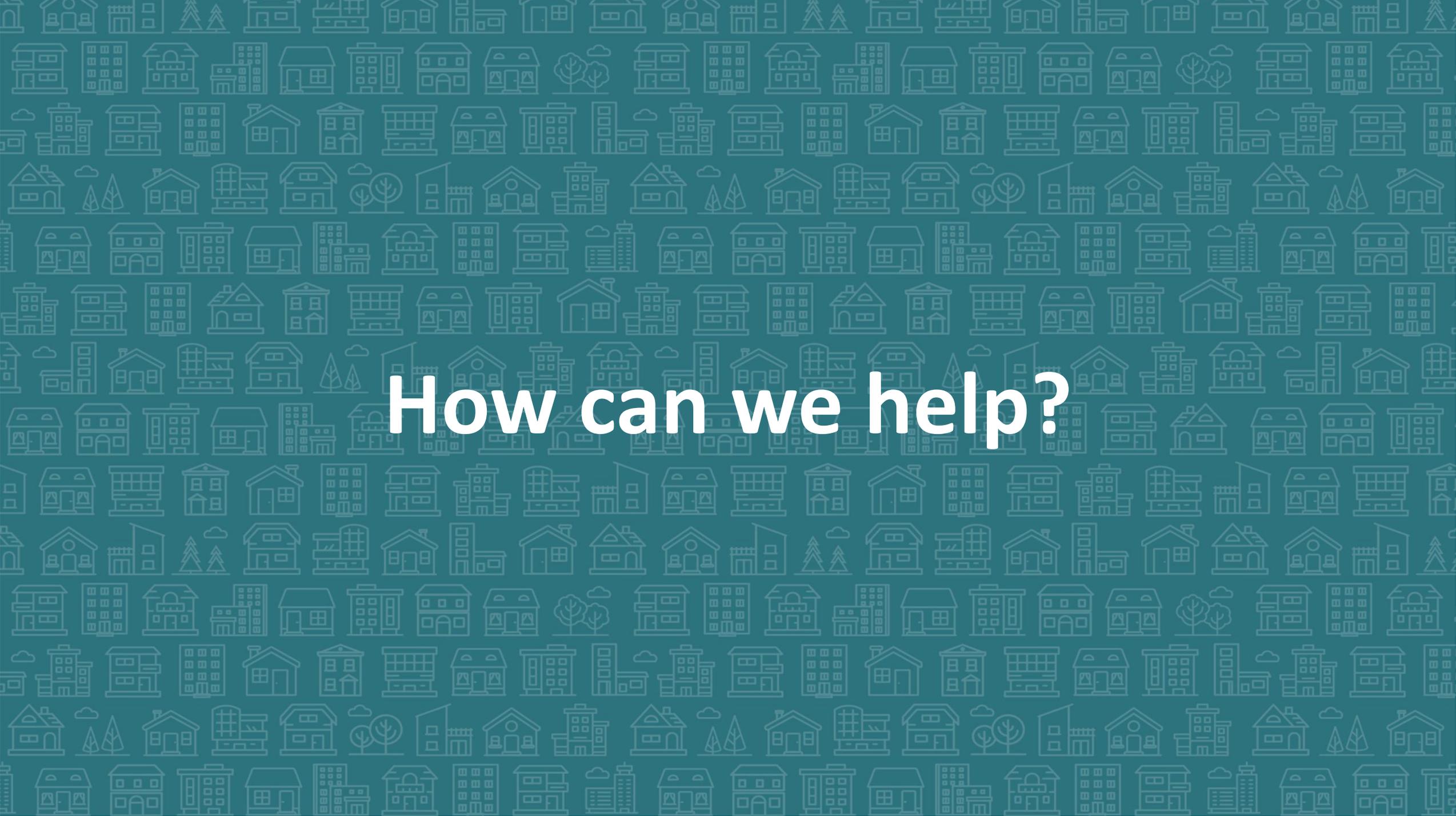


Timeline

Data review and corrections plan

- Data corrections to be sent in two waves
 - Jan 6th – Annuals, un-exited clients, clients with overlapping entries, incomplete data
 - Jan 25th – above plus exit, return, location data
- Deadline for *all* corrections is Feb 19th
- CoC Lead review and submission by Feb 26th





How can we help?

Annual Assessments

Training and guide available

What is an Annual Assessment?

- [Training Video](#)
- [Step by Step Guide](#)

Where to find due Annuals?

- For all users: [CoC-APR](#) or [ESG-CAPER](#) Reports
- For Agency Admins: [ART Report](#)



21 - Health Insurance

	At Start	At Annual Assessment for Stayers	At Exit for Leavers
MEDICAID	55	36	0
MEDICARE	7	5	0
State Children's Health Insurance Program	0	0	0
Veteran's Administration (VA) Medical Services	0	0	0
Employer-Provided Health Insurance	0	0	0
Health Insurance obtained through COBRA	0	0	0
Private Pay Health Insurance	1	1	0
State Health Insurance for Adults	0	1	0
Indian Health Services Program	0	0	0
Other	2	1	0
No Health Insurance	18	5	0
Client Doesn't Know/Client Refused	0	0	0
Data not collected	0	14	0
Number of stayers not yet required to have an annual assessment		17	
1 Source of Health Insurance	49	33	0
More than 1 Source of Health Insurance	7	5	0



Reminders

Annual Assessments

- Are not the same as annual recertifications for PH projects.
- Required by HUD for ALL project types for ALL person if they have been in the HMIS project for over a year.
- Anniversary Date is determined by the Head of Household's project start date.



Income Changes

Training and guides available

- [Training video](#)
- [Step by Step Guide](#)

Social Security Administration Cost of Living Adjustments (COLA):

- 1.3% increase effective January 2021
- [More details](#)



Reminders

Project Start and End Dates

- Projects like Shelter and Transitional Housing only start when a client sleeps there and end when a client no longer sleeps there.

Housing Move-In Date

- Projects like Rapid Re-Housing and Permanent Supportive Housing record move-in dates when a client first stays in their new place.
 - *Not a lease date*

HMIS Overlaps

- A person cannot physically sleep in two different locations
- Confirmations for any date with an overlap are sent for possible correction





HMIS Privacy for Clients

Principles of Privacy

Client Respect

Consistency and Transparency

Client Choice

Need to Know



Example of Consent

When you go to a doctor's office or hospital, your data is collected and entered into a database.

Y or N - Do you get to decide:

- If a file is made?
- If a file is shared inside the organization?
- If a file is shared outside of the organization (think of other specialists or providers at another hospital?)



Implied Consent

When a client presents for services, there is implied consent for record keeping within an agency.

- Create a file record
- Disclose (securely) to funders, federally required reports
- Basic administration of project
- Utilize info to connect to services in community (need to know basis, outside of HMIS)



Informed Consent

Once information is potentially being disclosed outside that original agency, affirmative and informed consent is required.

- Allowing another project to see client info (governed by a Sharing/Visibility Agreement)



Implied versus Informed Consent

Using our hospital example, which scenario is which type of consent?

Call a taxi for a ride  Implied Consent

Refer to a specialist
outside of the hospital  Informed Consent



What are privacy docs for clients?

Always know where these documents are:

- [HMIS Privacy Sign](#)
- [HMIS@NCCEH Privacy Notice*](#)
- [HMIS@NCCEH Release of Information](#)

*link to template version



HMIS Privacy Sign

Our first alert to clients about our data practices.

Agencies must post the HMIS Privacy Sign at the intake or comparable location, with general reasons for data collection and reference to the privacy policy.

If your office is mobile, like Street Outreach, bring a copy with you for remote intakes.

We collect personal information about people we serve in a computer database called the Homeless Management Information System (HMIS). The information we collect helps us run programs, improve services, and better understand your needs. Some of the information we collect may be required by organizations that fund the operation of this program. We only collect information that is needed or required.

Some of your information may be shared with other organizations to coordinate referrals, housing, or services. Those other organizations also have privacy policies to protect your personal information. You have the right to tell us we should not make your information that is entered into the database visible to other agencies in HMIS.

If you have any questions or would like to see our privacy notice, please ask one of our staff.

HMIS/NCCEH 1 15 08.18



NCCEH

HMIS@NCCEH Privacy Notice

Our full policy with details about our data practices.

Describes how agencies and HMIS collect, use, and share personal information with other agencies.

- Standard Information visible
- Allowable uses (coordination, funders)
- Allowable disclosures (health, public safety, research)
- Otherwise, consent needed to share

PRIVACY NOTICE

THIS NOTICE DESCRIBES HOW YOUR PERSONAL INFORMATION MAY BE USED/DISCLOSED, AND HOW YOU MAY OBTAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Notice describes the privacy practices of [AGENCY] with respect to our use of the Homeless Management Information System administered by North Carolina Coalition to End Homelessness ("HMIS").

HMIS: We participate in a regional system that allows shelters and other homeless service providers to share information about the people we serve. HMIS keeps information about clients that get help in each participating agency to better assist you.

Through HMIS, we and other agencies can share your name, year of birth, age, gender, veteran status, and partial SSN without your permission (your "Standard Information"), unless you indicate on the HMIS Release Form that you do not want your Standard Information to be visible or tell an agency to close your "Profile/Name." We and the other agencies can collect, use and share any additional information you consent to share when you fill out the HMIS Client Release of Information (ROI). This Notice informs you as to how we and HMIS treat the personal information we collect, use, and share with other agencies.

Personal and Health Information: When you receive services from us, we share your Standard Information on HMIS with other agencies, unless you tell us not to as provided above. If you choose to sign the ROI, we will also share your information, which may include personal health information and information about your race, ethnicity, disabling conditions, previous residence history, employment history, substance abuse, sexual orientation, educational history and more. Your Standard Information and any information you release in your ROI is referred to as your "Personally Identifiable Information." This information will be visible in HMIS and may also be exchanged on paper, verbally or electronically based on uses and disclosures below.

How We May Use and Disclose Your Personally Identifiable Information: We may use and disclose your Personally Identifiable Information only for the following purposes:



NCCEH

HMIS@NCCEH Release of Information

Consent documentation for data sharing

HMIS CLIENT RELEASE OF INFORMATION

Last Name:	First Name:	Middle Initial:
Agency Name:	Date of Birth:	Date of Assessment:

Introduction: Protecting your information is important to us. This document outlines how we use and protect your information. Many North Carolina shelters and helping programs use the Homeless Management Information System managed by North Carolina Coalition to End Homelessness (HMIS) to keep information about people they help. This form defines which client data is entered into HMIS and how those data are shared between agencies. In addition, a coordinating group is a locally created group that meets regularly to identify homeless persons and develop strategies for housing them. A full list of the participating providers in this area can be found at ncceh.org/hmis/clientconsent.

The included agencies will collect personal information directly from you and your household to determine your eligibility for services and connect you with other helping agencies. **Agencies only collect personal information that is considered appropriate for getting you housed.** The collection and use of all personal information is guided by strict standards of confidentiality.



HMIS@NCCEH Release of Information

Allowable Uses under implied consent summarized

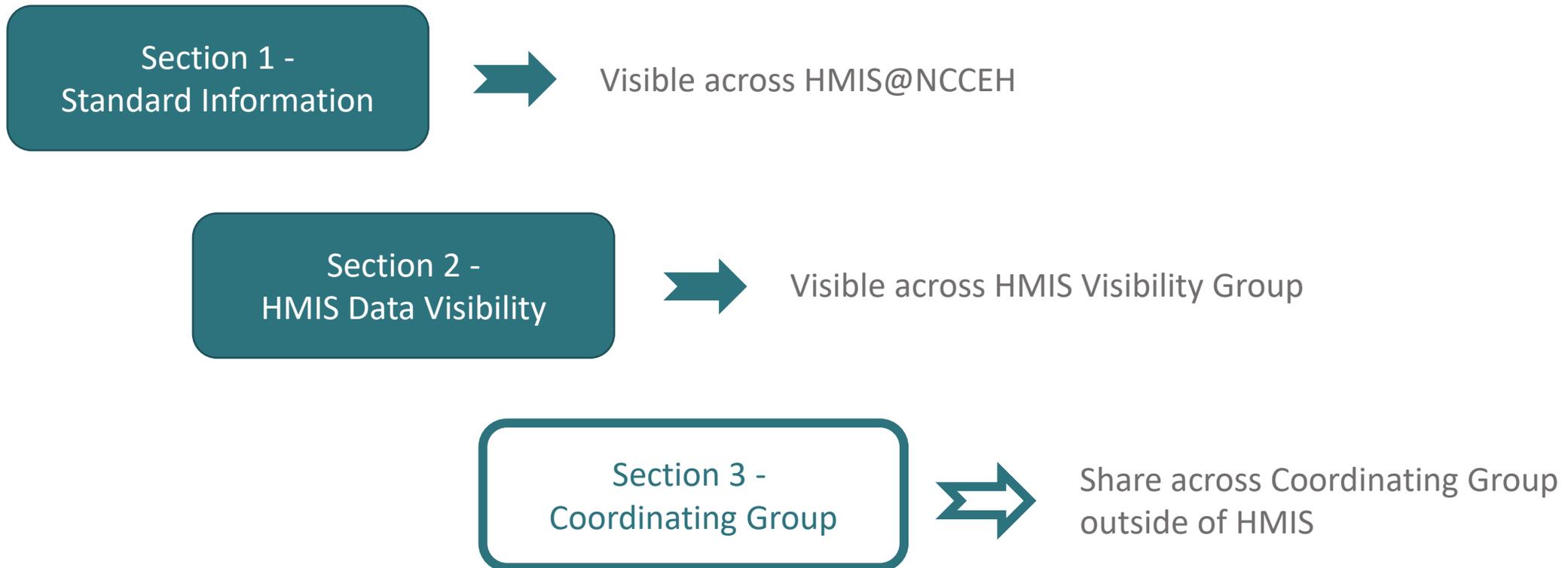
We only use your personal information in ways that may benefit the client directly or indirectly as follows:

- To provide or coordinate services on behalf of an individual or household;
- For payment or reimbursement for services;
- To carry out administrative functions, including but not limited to oversight and management functions; or
- For creating reports as defined in the Privacy Notice



HMIS@NCCEH Release of Information

Informed consent requested for three sections



HMIS@NCCEH Release of Information

Clients must initial next to each section

- For 1 year

This Release is active for one year effective on the date of signature.

Instructions: *Initial next to the statement that you understand and agree to:*

I agree to have all of my information listed above to be visible to all helping agencies within the groups referenced above.

SECTION 1 - HMIS Standard Information

- Yes, I agree to share my standard information in HMIS.
 No, I do not agree to share my standard information in HMIS.

SECTION 2 - HMIS Data Visibility

- Yes, I agree to share my HMIS information.
 No, I do not agree to share my HMIS information (Only our agency will see all your detailed information).

SECTION 3 - Coordinating Group

- Yes, I agree to share my information for coordination of care.
 No, I do not agree to share my information for coordination of care.



HMIS@NCCEH Release of Information

Client Consent

To complete, client signs, dates, and lists any dependents this applies to

Client signature: _____, Date: ____/____/____,

Signature of guardian or authorized-representative (when required): _____

Relationship to client: _____ Date signed by guardian/authorized representative: ____/____/____

This release of information also applies to the following dependents:

Last Name	First Name	Date of Birth



HMIS@NCCEH Policies and Procedures

If HMIS poses a safety risk

A client is a victim of abuse, neglect or domestic violence, or if a client reports that they are a victim of abuse, neglect or domestic violence, a more detailed discussion about HMIS with the client is recommended.

Options to secure the record:

- Lock visibility to the standard information
- The right to refuse sharing if the agency has HMIS data visibility with other agencies
- The right to be entered as an unnamed record, masking identifying information as a randomly generated number.
- The right to have client profile inactivated in HMIS. Security of hard copy files: Agencies may create a paper record by printing the assessment screens located within HMIS.





What's Next?

HMIS Monthly Checklist

- Have you run a report on last month's data?
- Have you made your corrections for last month's data?
- Has your team reviewed the data together?
- Have you made a program decision based on data?
- Do you have enough paper ROIs for the next month?
- Have you checked for Annual Assessments coming due?



BoS Funding and Performance Subcommittee Survey

- The NC BoS CoC Steering Committee has adopted goals to increase HMIS coverage significantly by the end of the year. To support this goal, FPS is asking for HMIS users to respond to a very short survey *by February 1st*.
- Please take 3 minutes to reflect on why you participate in HMIS and what you would have liked to know when starting off!

HMIS Training at User Meetings

- What would you like to use HMIS for? (for example: case management, financial assistance, racial equity analysis)
- What is the hardest part of HMIS for you? (for example transfer time between paper forms and data entry, sub-assessments like disabilities and income, corrections)

Email hmis@ncceh.org or submit this [form](#)!



What's Next Calendar

Due	Reporting Dates
January 15 th	HUD LSA deadline – submission confirmed
Mid-January	FY21 first quarter ESG-CV Reports Deadline Annual State ESG CAPER Report Deadline
January 22 nd	SPM Wave 1 correction deadline
January 27 th	PIT Night!
February 19 th	SPM Wave 2 correction deadline
March 1 st	FY20 SPMs Deadline
March	HMIS PIT/HIC report review and correction
April	FY21 second quarter ESG-CV Reports Deadline

Our next HMIS Users Meeting: February 18th

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