

NC Balance of State CoC HMIS Users Meeting

June 2021



NC COALITION to
HOMELESSNESS end

Agenda

June 2021

System Updates

- HMIS Advisory Board goals
- Assessment updates
- Restructure script
- Data Quality Plan

How Can We Help

- HMIS Licensing procedure
- Housing Move-In Date
- Project Exit Date

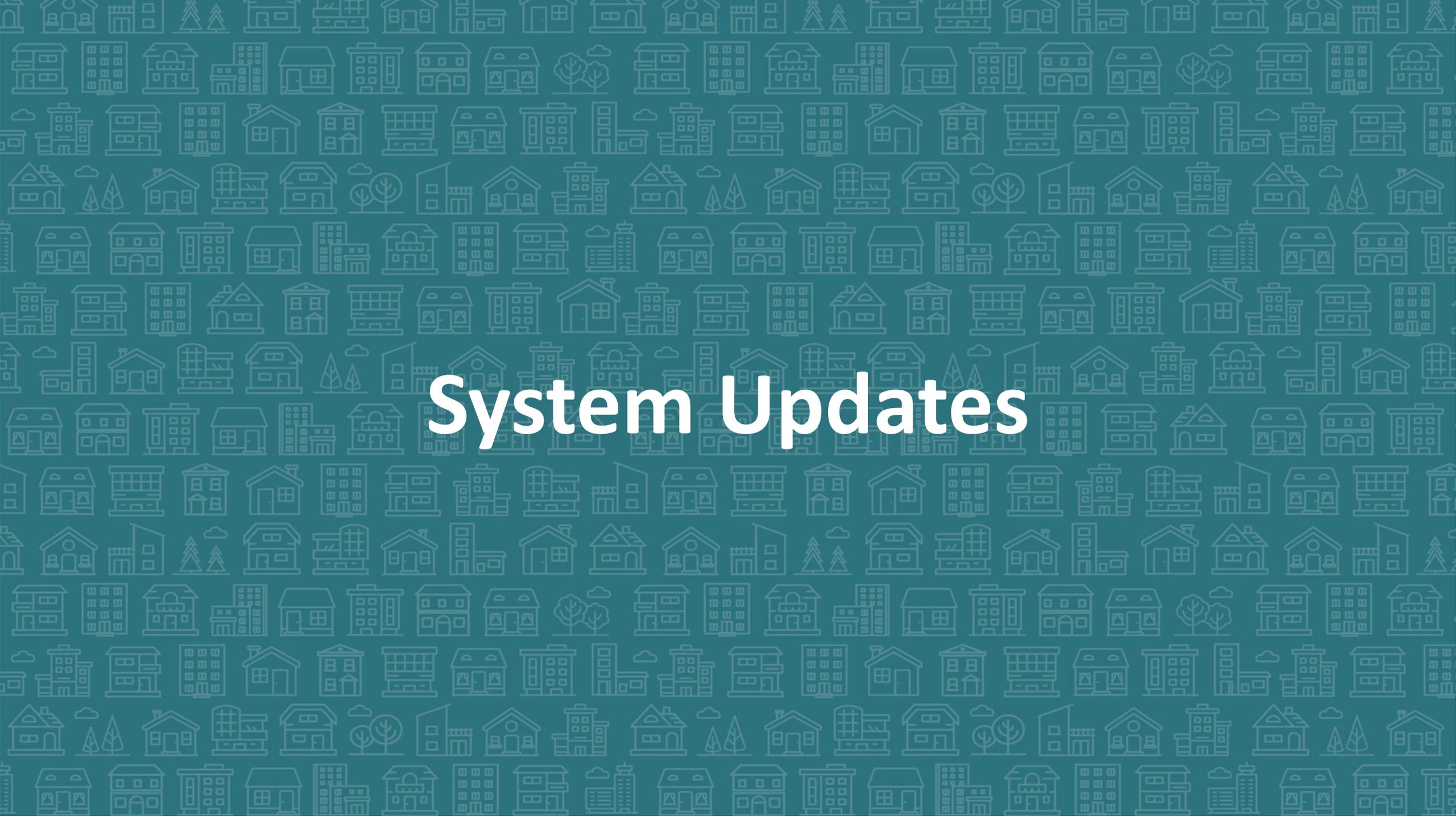
What's Next

- HMIS calendar

Demo/Troubleshooting



NCCEH



System Updates

Advisory Board Goals

The Governance Board of HMIS@NCCEH has set goals for the Jul 21 to Jun 22 fiscal year

1. Implement a feedback/evaluation process for Helpdesk requests that provides an opportunity to evaluate our work and do ongoing quality improvement
2. Use HUD HMIS Lead improvement document to evaluate each of the nine categories to set a baseline understanding of the implementation and to set a framework for how to move toward improvement
3. Increase end user participation/engagement (improve trainings)



Assessments updates for July 1

All standard projects will have COVID-19 questions removed from Client Profile tab.

- This optional series of questions was added to the Client Profile tab in HMIS at the height of the pandemic, before widespread testing and vaccinations were available.
- With a new phase of the spread and response, the HMIS data is not the best source. So, these questions will be removed and retired.

Assessments updates for July 1

All standard projects will have COVID-19 questions removed from Client Profile tab.

COVID-19 Information

Select "Yes" if client shows symptoms consistent with COVID-19. Leave blank and continue to Contact Information if not symptomatic.

Are you experiencing symptoms consistent with COVID-19 (fever, cough, shortness of breath)?	<input type="text" value="-Select-"/> G
When did your symptoms begin?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G
When did you begin your isolation?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G
When did you begin your quarantine?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G
If hospitalized, what date were you admitted to the hospital?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G
If known, what is the COVID-19 test result or confirmed disease status?	<input type="text" value="-Select-"/> G
If tested for COVID-19, when were you tested?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G
If tested for COVID-19, what date were the test results provided to you?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G
What is your current symptomatic disposition?	<input type="text" value="-Select-"/> G
What is the date of your current symptomatic disposition?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G

Assessments updates for July 1

All standard projects will have County of Residence and City of Residence questions removed from Project Start/Intake assessment.

- Data from funders and partners has decreased over time.
 - Often confused with NC County of Service (where the client is now).
 - By removing and retiring County and City of Residence, we can cut out extra or confusing questions for the end user and client.
- Some projects using custom assessments will keep this question to meet grant requirements (Entry Point Durham).

If removing either set of questions will cause issues with current funding requirements, please reach out to discuss with the Data Center. We can work together to troubleshoot the impact!

Assessments updates for July 1

All standard projects will have County of Residence and City of Residence questions removed from Project Start/Intake assessment.

On the night before this assessment, what was the clients COUNTY of residence?	<input type="text" value="Durham"/>	G
On the night before this assessment, what was the clients CITY of residence?	<input type="text" value="Raleigh"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/>	G

Assessments updates for July 1

Adding Current Living Situation to standard ES and TH projects

- Supports coordinated entry in HMIS
- To allow for more accurate and up-to-date tracking on client's living situation.
- To reduce the data entry burden on Coordinated Entry projects when other projects add clients to By Name List.



Assessments updates for July 1

Adding Current Living Situation to standard ES and TH projects

 Current Living Situation				
	Start Date *	End Date	Information Date	Current Living Situation
 	08/21/2018	08/21/2018	08/21/2018	Place not meant for habitation (HUD)

Showing 6-6 of 6

Brush up on your skills with CLS: [Coordinated Entry Data Elements Training](#)

Assessments updates for July 1

Paper forms will change Date of Data Collection to “Start” or “Update.”

- Previously labeled “date of data collection”

DATE OF DATA COLLECTION								
		/			/			
Month		Day			Year			

- Will better align with definition of project start date (especially for street outreach)



Restructure script



- Final step to the HMIS transition
- Remove the 'level 3' for County division of projects and consolidate grants
- Will only directly impact a handful of agencies with multi-county projects
- Scheduled for June 17th
 - System must be offline for approximately 6 hours
 - Down at 9 AM
 - Online again at 3 PM

Data Quality Plan

HMIS Lead Agency's responsibility to develop and implement

- Since the HMIS@NCCEH implementation began in 2019, data quality has revolved around Federal Reporting season
- Data Center is developing a plan for year-round check-ins
 - HMIS user feedback is important! (Survey and Focus Group)
 - Better DQ means easier corrections for reports
 - We want to support agencies

What is a Data Quality Plan?

- Benchmarks for error rates by project type
- Regular reports run by Data Center and sent to agencies for each project



HMIS Licensing Reminders

Policies & Enforcement

- Training requirements must be completed within 30 days.
 - If not, training must be re-started!
- New users must login within 30 days.
 - Notification will be sent to re-pass a practice client within 14 days.
 - If not, license will be removed, and training re-started.
- Login to the system at least every 60 days
 - License inactivated after 60 days.
 - Notification will be sent to re-pass a practice client within 14 days.
 - If not done by deadline, license will be removed, and training re-started.





How Can We Help



What's a Housing Move-In Date?

Housing Move-In Date

What



Records when a client moves in and begins to sleep in a unit supported by permanent housing projects



Collection Notes

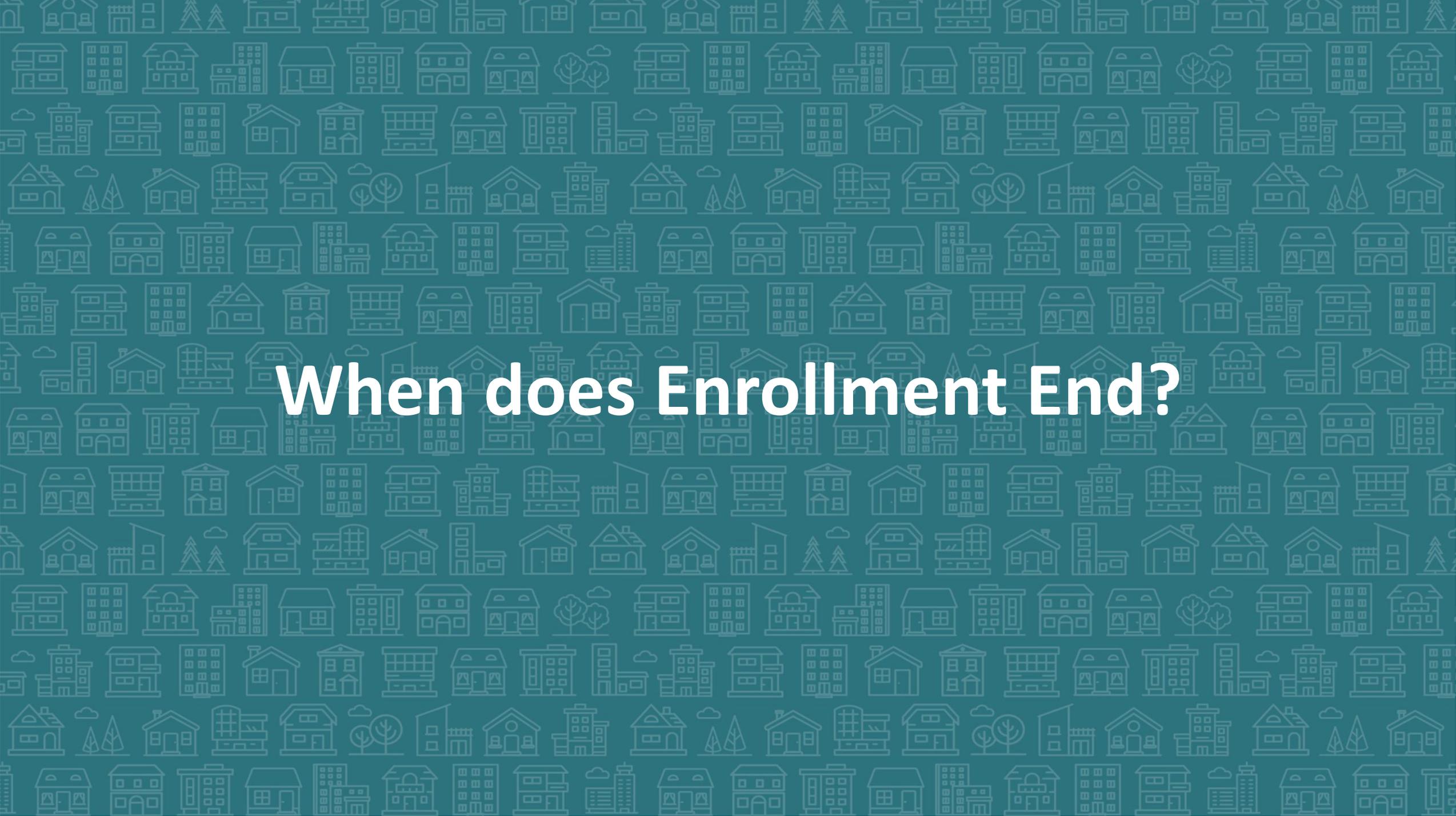
Don't record for any Emergency Shelter, Transitional Housing, Supportive Services, Homeless Prevention projects



Required Housing Move-In Date TA

- PIT/HIC was hard for Permanent Housing projects!
 - Not consistently added
 - Not timely
 - Not removed
- All PH projects are invited to June 16th Technical Assistance
 - Virtual Meeting
 - All RRH and PSH Agencies requested to attend
 - Data Center to follow-up with Agency Admins





When does Enrollment End?

Project Exit

When a client leaves your project, collect and record data through a Project Exit.



Snapshot of each client on the last day they participate in your project



Key opportunity to update client characteristics and outcomes

*What has changed for the client over the course of their engagement/stay?



Required for all clients

Important required data elements are collected at project exit



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 client and has no contact for 90 days
Residential homeless (ES, TH)	When a client leaves the bed and does not return that night
Permanent Housing (RRH, PSH, HP)	When services end and client is no longer an official participant on caseload
All Other (SSO, CE)	When the last services delivered to client



Project Exit Date

On the paper assessment

ANSWER FOR ALL HOUSEHOLD MEMBERS

DATE OF PROJECT EXIT									
		/			/				
Month			Day			Year			

CLIENT NAME

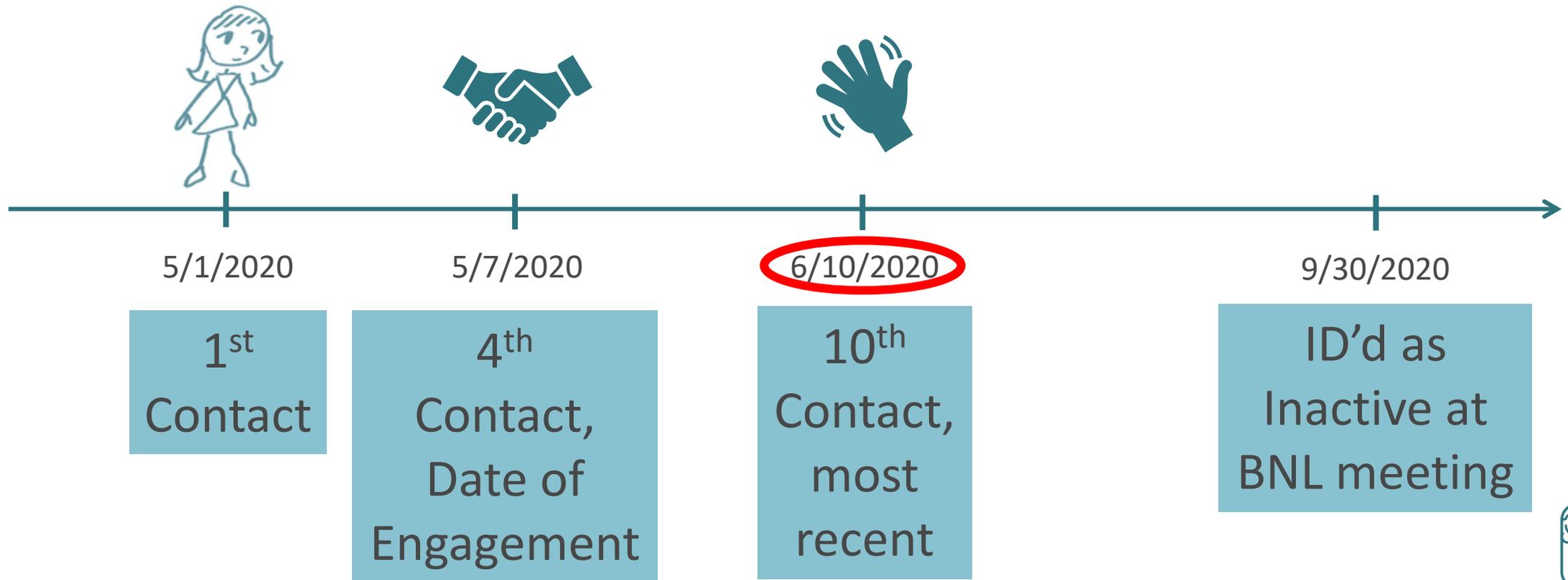
Meet Henrietta



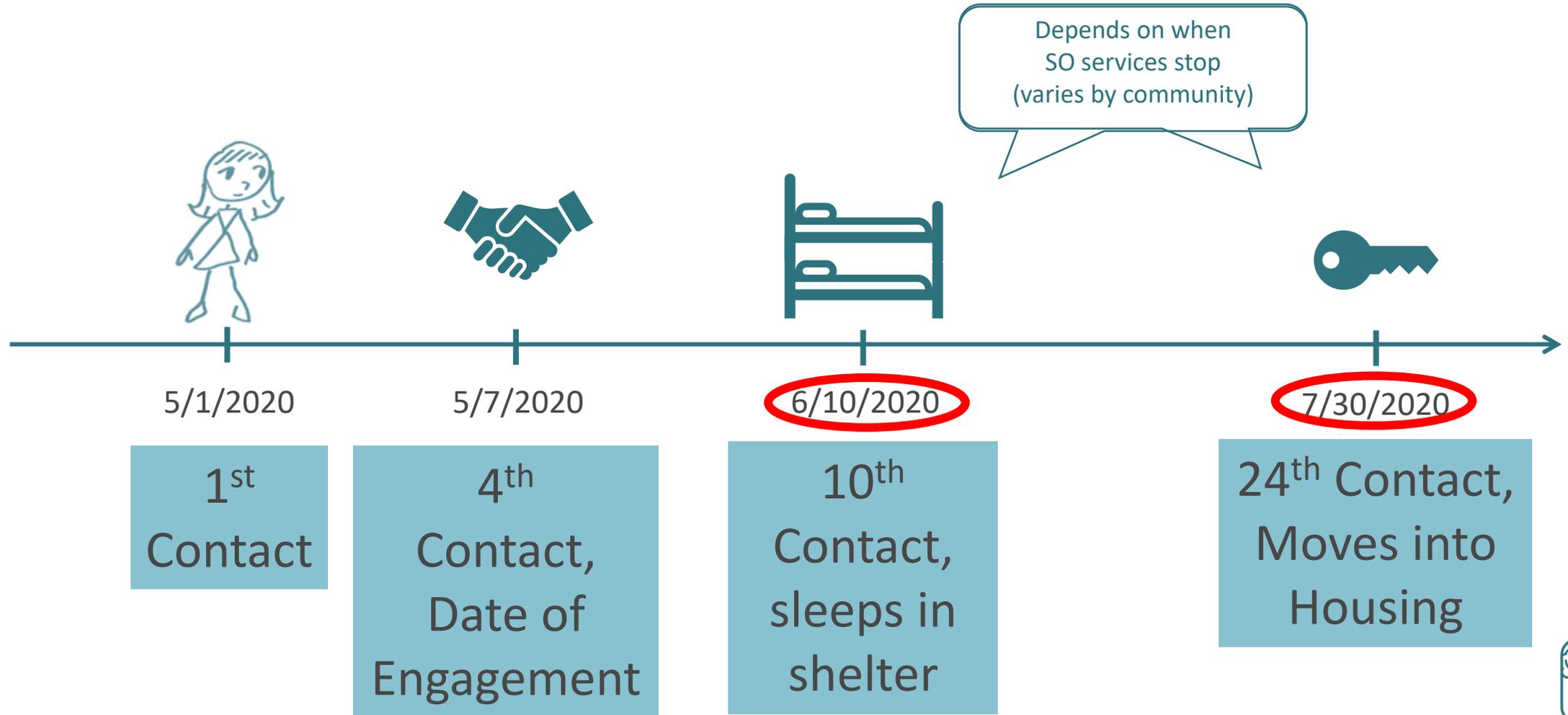
Henrietta is our example client to illustrate real-life context for HMIS data collection and data entry



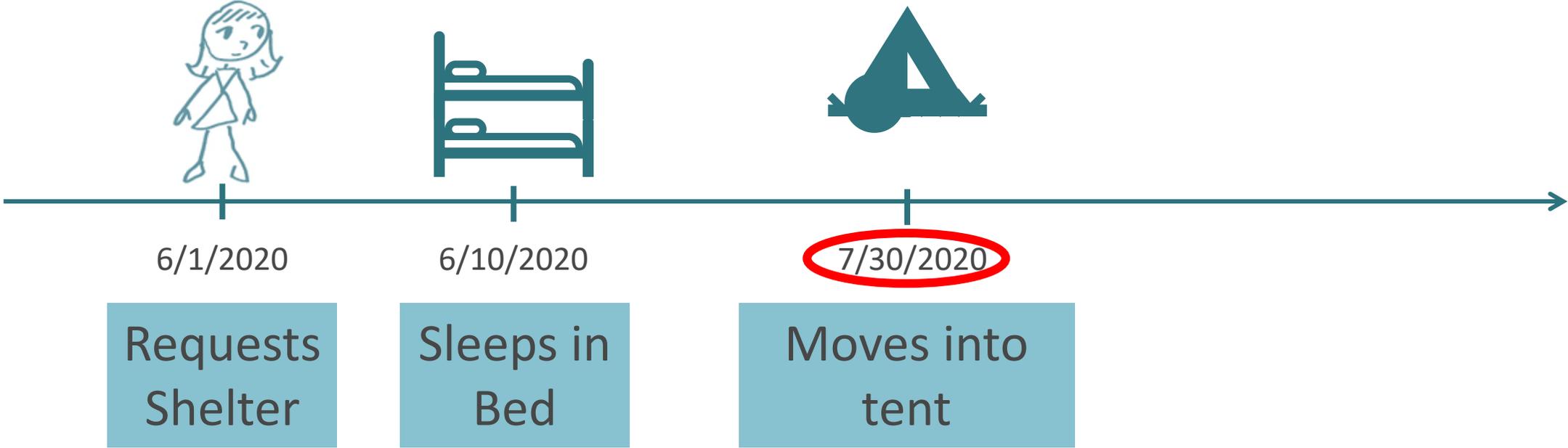
Project Exit Date: Street Outreach



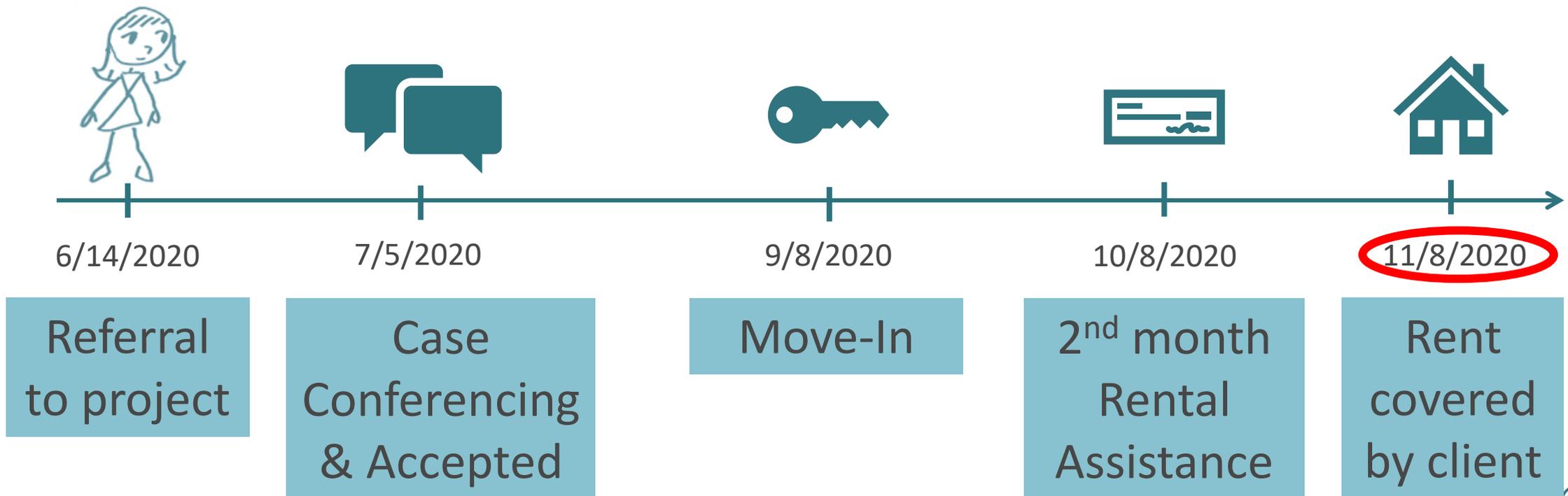
Project Exit Date: Street Outreach



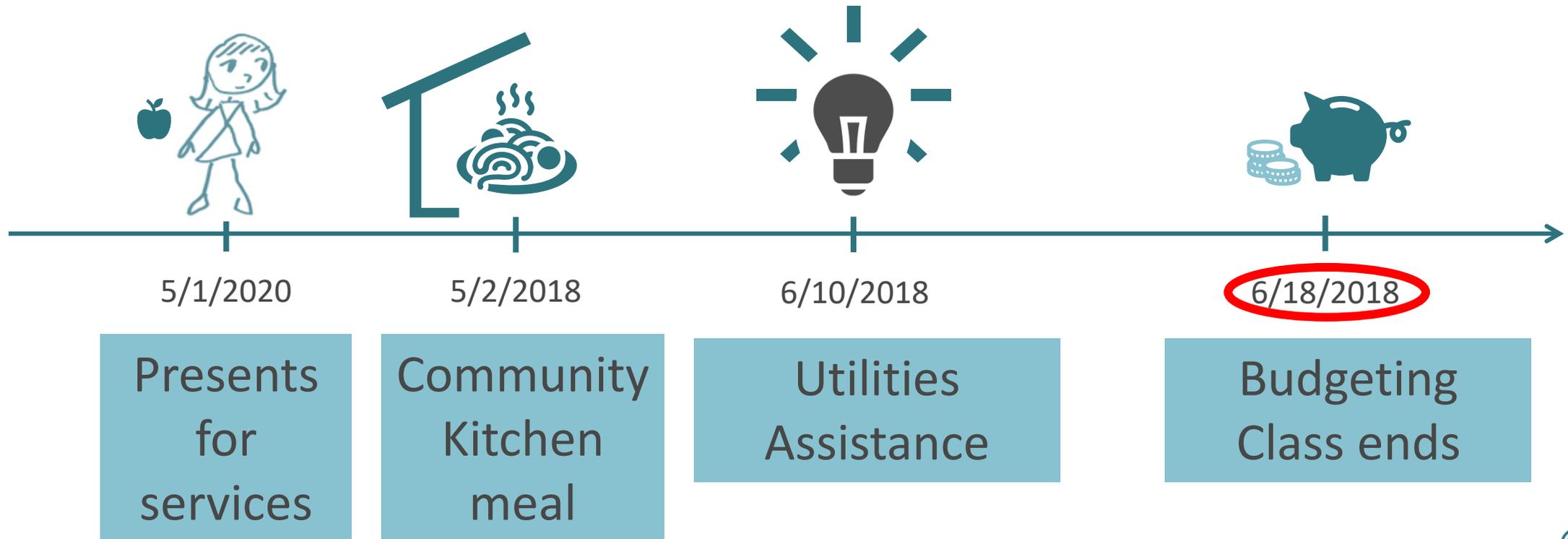
Project Exit Date: Residential Homeless Projects (ES, TH)



Project Exit Date: Permanent Housing (RRH, PSH, HP)



Project Exit Date: All Other projects (SSO, CE)





What's Next

What's Next Calendar

Due	Report/Event Name
Jun 16 th	Housing Move-In Date Training
Jun 17 th	HMIS down 9 AM – 3 PM
Jul 1 st	New Assessments active
Jul 15 th	NC BoS CoC HMIS Users Meeting
Jul 30 th	ESG-CV CAPER deadline
Aug 19 th	NC BoS CoC HMIS Users Meeting
Sept	Annual Privacy and New Data Standards training
Oct-Nov	Longitudinal System Analysis

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



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