

HMIS Users Meeting

September 2021



NC COALITION to
HOMELESSNESS end

Agenda

September 2021

System Updates

- Data Standards Updates

What's Next

- Learning Management Software (LMS)
- HMIS Calendar

Demo/Troubleshooting



NCCEH



Data Standard Updates

FY 2022 HMIS Data Standards

HUD Updates every 2 years

- Effective October 1st
 - Paper forms will be updated by September 30th
 - Live HMIS site scheduled to update September 30th
- Users will be quizzed after changes implemented (October)



FY 2022 HMIS Data Standards

Summary of Changes

- Picklist updates to Race, Ethnicity, Gender
- Picklist updates for Disabling Condition
- Picklist updates for CE Event
- New PSH elements for Well Being, General Health, and Moving On Assistance
- New HOPWA element for Prescribed Anti-Viral access and new picklist for HOPWA Medical Assistance
- Picklist Updates for SSVF Financial Assistance and HP Targeting Criteria



Reporting

If you have a report due for data before September 30th, submit early!

- *SSVF projects must export their Repository report before Sept 30th for successful submission.*
- If you have an APR due in early October, we recommend submitting before Sept 30th to ensure you don't have delays



Questions about Identity in HMIS

Principles:

- Self-reported by clients
- Try to get the accurate information
- Need to Know for services
- Should not be used to deny services

These principles apply to all clients within the requirements set by HUD and other funders



Questions about Identity in HMIS

General Reminders

- Intakes and client interviews should in a private setting
 - Consider visual and sound barriers
- Avoid “outing” or disclosing someone’s sensitive information
 - Demographics, Disabling Conditions, DV History...
- When trust is granted by a client, confirm how far that applies
 - Just you, the agency, coordinating partners...



Equal Access Rule¹

Published in September 2016, the Equal Access Rule codified HUD's commitment to the fair administration of its funded projects "regardless of marriage status, sexual orientation or gender identity."

The most common questions related to HMIS are around serving clients regardless of gender identity.



Anti-Discrimination Policy

- HMIS should use the client's self-identified chosen name (It is their *real* name)
 - Whether or not their legal name has changed
- HMIS should use the client's self-identified gender identity
 - Whether or not their legal gender marker has changed



In HMIS: First, Middle, Last Name



What

Full, Accurate Name

Why

To identify clients and their unique experience of homelessness

When completing paperwork or applications with the client, information should be verified for the context



In HMIS: First, Middle, Last Name



Collection Notes

No documentation required for HMIS

68% of transgender Americans have none of their IDs matching their name and gender identity²

Procedures to change IDs and Birth Certificate vary between states

- In North Carolina, ID changes require a court order
- If a client wants to change documents, use the [National Center for Transgender Equality's ID Documents Center](#) to look up and help clients navigate the steps



In HMIS: First, Middle, Last Name



Collection Notes

Names have power to affirm or dismiss a person's identity

- Trans clients go by chosen names that may not be what is listed on a legal document
- Misgendering by using a trans client's birth name can be very harmful²
- All clients may request a copy of their HMIS records, including name



Alias

What

A non-HUD required option in HMIS that allows additional names listed

- Useful place to list 'maiden name' or previously married name if that changed
- Can also list nicknames like Flea, J.Lo, or Johnny
- Not for trans client's chosen name



Gender



What

A person's internal or innate sense of themselves and may not match the sex they were assigned at birth. One or more gender identities.

Why

Supports system planning and both local and national understanding of who is experiencing homelessness

Sometimes used for project eligibility (single gender adult-only shelters for example)



Gender



Collection Notes

Documentation is not necessary

Self-reported; staff observations should not be used

- Allow clients to select up to five from the options:
 - Female
 - Male
 - A gender that is not singularly 'Female' or 'Male'
 - Transgender
 - Questioning (*different from Client Doesn't Know*)
- Not sure how to phrase? Try, "which of these gender options best describes how you identify?"



Tools and References

1. [HUD's Equal Access Guide for Transgender People](#)
2. [The Report of the 2015 US Transgender Survey](#) on the harm of Misgendering, lack of access to proper ID documentation
3. [National Center for Transgender Equality's ID Documents Center](#)
4. [True Colors United Public Online Courses: LGBTQ Youth Homelessness 101, Inclusion 201, Youth Collaboration 202](#)



Race



What

One or more racial categories of the client



Collection Notes

Self-reported; staff observations should not be used

While clients may select up to five categories, one must be primary

- American Indian, Alaska Native, or *Indigenous*
- Asian or *Asian American*
- Black, African American, or *African*
- Native Hawaiian or *Pacific Islander*
- White



Race



Who

All clients



Data Collection Stage

At client Record Creation and Project Start Assessment



Special Reminder

Distinct from Ethnicity

Do not use a default for families



Ethnicity



What

Ethnicity category of the client including “A person of Cuban, Mexican, Puerto Rican, South or Central American or other Spanish culture of origin, regardless of race.”

Collection Notes



Self-reported; staff observations should not be used

Two options:

- Non-Hispanic/Latin(a)(o)(x)
- Hispanic/Latin(a)(o)(x)

Hispanic refers to roots of language (Spanish) and Latinx refers to Latin America geographically



Ethnicity



Who

All clients



Data Collection Stage

At client Record Creation and Project Start Assessment



Special Reminder

Distinct from Race

Do not use a default for families





Changes

Disability Types

Change: picklist updated for more accurate language

- Mental Health Problem > Mental Health Disorder
- Substance Abuse > Substance Use Disorder

Who:

- All Project types
- All clients



Coordinated Entry Event

Change: New options the picklist for events

- Referral to emergency assistance/flex fund/furniture assistance
- Referral to Emergency Housing Voucher (EHV)
- Referral to a Housing Stability Voucher

Who:

- Projects providing or receiving CE referrals
 - CE referral partners (HP, Diversion, CE access points, Crisis and PH providers)
 - Required for Orange, Balance of State CoCs. (Encouraged only for Durham)
- Heads of Households only





CoC PSH

Well Being



What

To collect information about the client's social and emotional resources

Collection Notes

All CoC funded PSH projects required to collect this element

Includes four statements with an Agree to Disagree scale:

- Client perceives their life has value and worth.
- Client perceives they have support from others who will listen to problems.
- Client perceives they have a tendency to bounce back after hard times.
- Client's frequency of feeling nervous, tense, worried, frustrated, or afraid.



Well Being



Who

Heads of Households



Data Collection Stage

At client's Project Start, Annual Assessment, Exit



Special Reminder

Needs to be updated over time



General Health Status



What

To collect a summary status of a client's overall health

Collection Notes

All CoC funded PSH projects required to collect this element

Status options range from:

- Excellent
- Very Good
- Fair
- Poor



General Health Status



Who

Heads of Households and Adults



Data Collection Stage

At client's Project Start, Exit



Special Reminder

Anyone over 18 needs a response



Moving On Assistance Provided



What

To collect what, if any, moving on resources the client has used

Collection Notes

All CoC funded PSH projects required to collect this element

Includes Date of Assistance and type of Assistance:

- Subsidized housing application assistance
- Financial assistance for Moving On (e.g., security deposit, moving expenses)
- Non-financial assistance for Moving On (e.g., housing navigation, transition support)
- Housing referral/placement
- Other



Moving On Assistance Provided



Who

Heads of Households only



Data Collection Stage

At client's Project Interim, Exit



Special Reminder

If/When this type of assistance is provided, record it
Other should only be used if the first 4 options don't fit





HOPWA

Prescribed Anti-Retroviral



What

To collect whether or not a client has access to essential healthcare

Collection Notes

All HOPWA projects required to collect this element

Asks “Has the participant been prescribed anti-retroviral drugs?”



Prescribed Anti-Viral



Who

All Household members with HIV/AIDS



Data Collection Stage

At client's Project Start, Interim, Exit



Special Reminder

Make sure that all eligible clients have a response

For FY22, collect as needed but make sure everyone has a response by the end of the fiscal year



HOPWA Medical Assistance

Change: one additional question within sub-assessment

- “Receiving Ryan White-funded Medical or Dental Assistance”
- If no, second follow-up question with matching the ADAP question:
 - Applied; decision pending
 - Applied; client not eligible
 - Client did not apply
 - Insurance type N/A for this clients

Who: All eligible clients with HIV/AIDS, updated at any point in project





SSVF

SSVF Financial Assistance

Change: picklist options updated

- Merged "General housing stability assistance - emergency supplies" AND "General housing stability assistance - other" TO "General housing stability assistance."
- Added "Food Assistance" response option.

Who: All clients receiving SSVF financial assistance

- Recommendation to review clients in October and add Food Assistance



SSVF HP Targeting Criteria

Change: significant consolidation

- SSVF Export expected to review consistency between Disabling Condition, Income, Veterans Info, AMI, and Household Composition questions.

Who: Heads of Households enrolled in Homeless Prevention SSVF projects only

- No back-data entry required for Oct 1
- Submit FY21 Exports to avoid errors with this change





Resources and Next Steps

Resources for Reference

HUD Resources

- [HMIS Data Standards Manual](#)
- [HMIS Data Standards Dictionary](#)
- [HMIS Data Standards Interactive tool](#)
- [Data Entry for FY22 Updates](#)

NCCEH Resources

- Paper Forms on [Admin page](#) (by Sept 30th)
- Slides & Recording on [News Archive page](#)



Next Steps

- No Back-Data entry!
- Collect & add data as required
 - Print new forms (if applicable)
 - Confirm changes Oct 1st
- Pass quiz later in Oct

*Stay tuned for Report changes





What's Next?

Learning Management System

New Training System coming soon!

- LMS developed by ICA being adopted
- Will allow better tracking for new user and annual requirements
- Will expand capacity for recorded trainings (update & create new ones)
- Will gradually transition current trainings on Youtube to LMS

First up: October-ish

- Annual Privacy Training
- New Data Standards quiz



What's Next Calendar

Due	Report/Event Name
Sept 16 th @ 1 pm	Data Standards Training (regular BoS time)
Sept 23 rd @ 10 am	Data Standards Training (regular Durham time)
October	Annual Privacy and New Data Standards quizzes
Oct 4 th	Orange HMIS Users Meeting
Oct 21 st	NC BoS CoC HMIS Users Meeting
Oct 28 th	Durham HMIS Users Meeting
Oct-Nov	Longitudinal System Analysis



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