

HMIS Users Meeting

October 2021



NC COALITION to
HOMELESSNESS end

Agenda

October 2021

System Updates

- Data Standards Updates
- Federal Reporting Season begins

How Can We Help?

- Making corrections

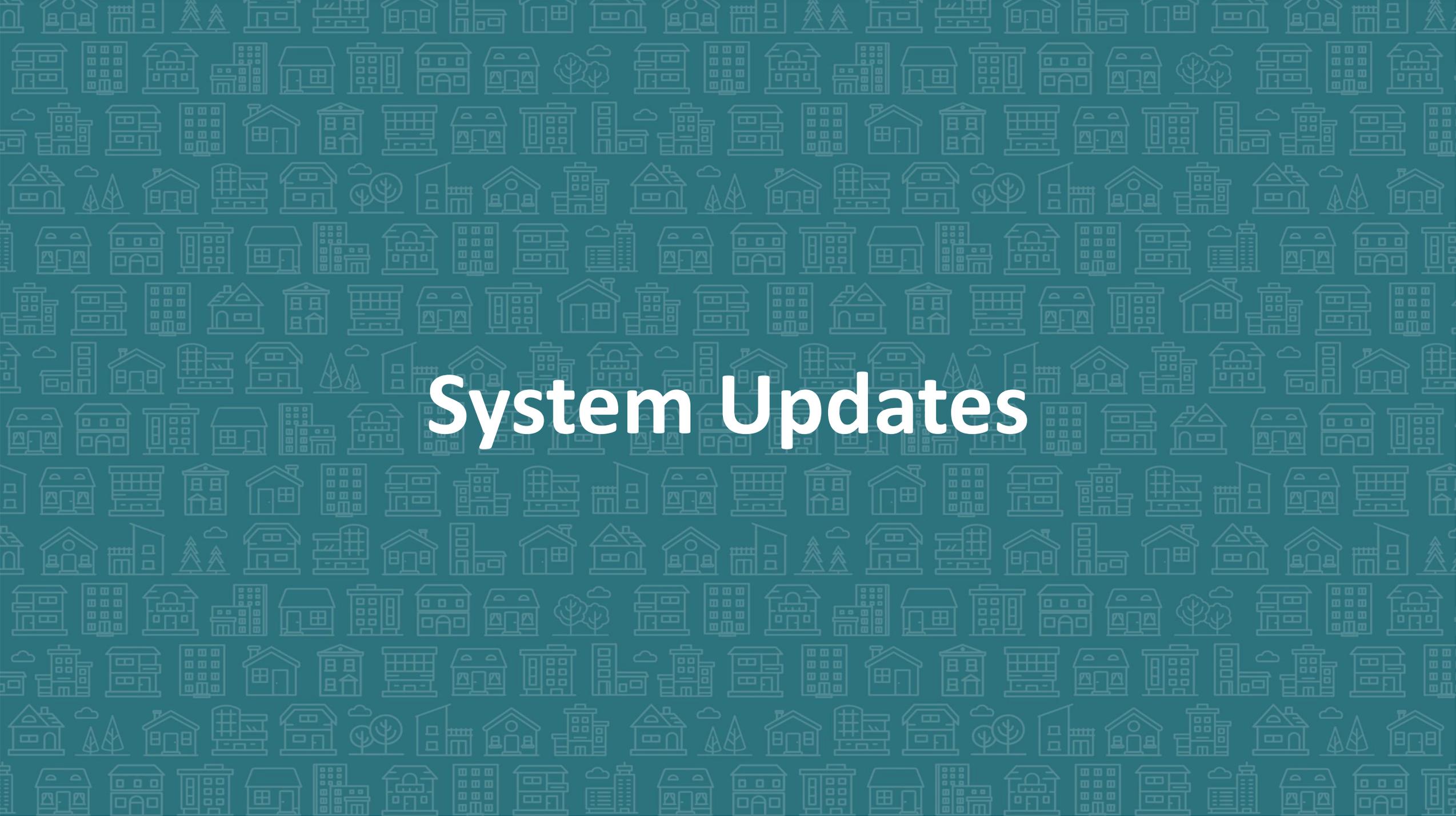
What's Next

- Agency Check-Ins
- HMIS Calendar

Demo/Troubleshooting



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System Updates

FY2022 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



Gender in HMIS

To select multiple identities, use your keyboard and cursor together:



Client Record Issue ID Card

Name	Solo, Han
Name Data Quality	Full Name Reported
Alias	Scruffy Nerf Herder
Social Security	123-45-6789
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military	
Age	

Client Demographics

Editing the Client Demographic Information could affect the Unique ID and the Client Search.

Client Demographics

Date of Birth	05 / 04 / 1978
Date of Birth Type	Full DOB Reported (HUD)
Gender	Female Male A gender other than singularly female or male (e.g., non-binary, genderfluid, agender, culturally specific gender) Transgender Questioning Client doesn't know Client refused Data not collected
Primary Race	White (HUD)
Secondary Race	Black, African American, or African (HUD)
Ethnicity	Non-Hispanic/Non-Latin(a)(o)(x) (HUD)

Clear All

Reporting

Some reports updated late for the FY2022 Data Standards.

- SSVF Export
- CoC-APR
- ESG-CAPER

WellSky updated our site was updated **October 15th**.

10a - Gender of Adults
Male
Female
No Single Gender
Questioning
Transgender
Client Doesn't Know/Client Refused
Data Not Collected
Subtotal



Reporting

We have confirmed that the **By Name List** and **A019 Data Quality Framework** are operational after the FY2022 update.

Some reports may not work after the Data Standards update.

- We are working to correct these as soon as possible.
- Please let us know if you need a report fix prioritized!



HUD Reporting Season

LSA – Longitudinal System Analysis

AHAR – Annual Homelessness
Assessment Report

SPM – System Performance Measures

HIC – Housing Inventory Count

PIT – Point in Time Count



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HUD Reporting Season

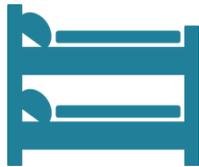
Report Submission	Time Period for Data	Focus
LSA – Longitudinal System Analysis	10/1/2018 – 9/30/2021	Household composition, Client Location, Demographics, Enrollments, Utilization
SPM – System Performance Measures	10/1/2018 – 9/30/2021	Homeless History, Dates of Engagement, Housing Move-In Dates, Exit Destinations, Annual Assessments
HIC – Housing Inventory Count	1/26/2022	Bed and Unit Inventory, Housing Move-In Dates



What HMIS client data is included?



FY 2019: October 1, 2018 to September 30, 2019
FY 2020: October 1, 2019 to September 30, 2020
FY 2021: October 1, 2020 to September 30, 2021



SO, ES, TH, RRH, PSH projects operating during the reporting period



Active clients during the reporting period +
Continuous days outside of this window +
Days associated with any returns to homelessness in the past 3 years



HUD Report Corrections FAQs

Deadline

- Errors sent beginning October 4th
- Corrections/reviews due November 12th

What are expectations for agencies?

- Review the list of client issues and correct if you have accurate info
- Corrections shared by HMIS Users
- Communication from Agency Admins for Ongoing Progress each week

What are the possible responses to a list of corrections?

- It's corrected! (yay!)
- I cannot correct it. (confirmed)
- It looks correct when I look at this. (potential report issue)



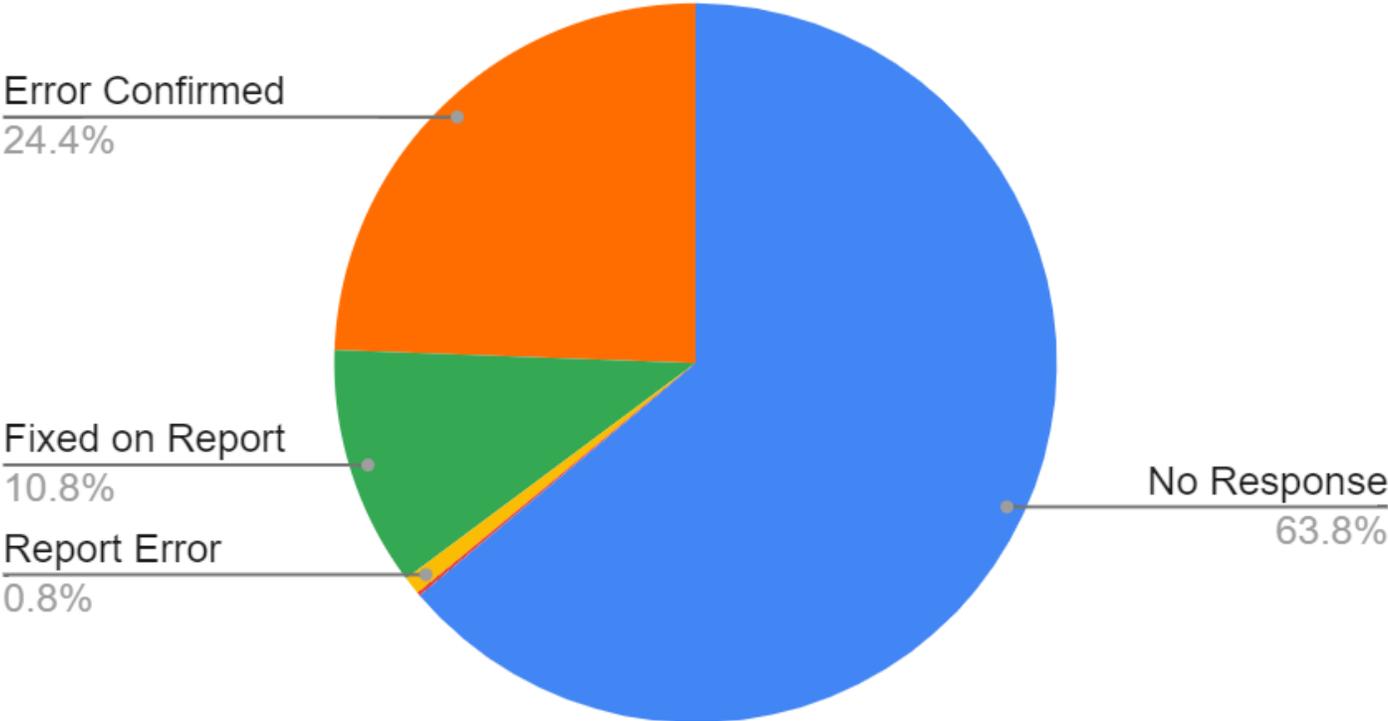
Communication is KEY!

- HUD will contact CoCs with data reviews and questions
 - We don't want to bug you if you've already reviewed something. Just let us know!
- Internal agency communication will help Agency Admins better coordinate with the Data Center.



Progress so far

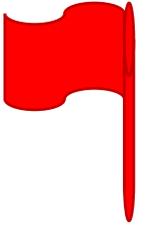
Current Count





How Can We Help?

Corrections of Client Issues



Client Correction Sheets sent to Agency Admins

- Red Flags may or may not be able to be corrected – agency staff will know best.
- You can mark the result of your review in Additional Notes column.

	A	B	C	G	H	I	J
	DQ Flag Type	Client ID	Provider	Project Start Impacted	Impacted Date (Exit or Annual Date)	# of Days	Additional Notes
1	Relationship to Head of Household	93595	Provider Name (1234)	3/30/2021	7/12/2021		
2	Disability Error	93595	Provider Name (1234)	3/30/2021	7/12/2021		
3	DV Victim/Survivor Missing	93595	Provider Name (1234)				
4	Veteran Error	96432	Provider Name (1234)	8/30/2021			
5	SSN Missing	103234	Provider Name (1234)	3/10/2021	3/25/2021		
6	Veteran Error	103234	Provider Name (1234)	3/10/2021	3/25/2021		
7	Veteran Error	107123	Provider Name (1234)	11/5/2020	11/24/2020		
8	SSN Error	263067	Provider Name (1234)	8/11/2021	9/20/2021		
9	Relationship to Head of Household	322654	Provider Name (1234)	3/30/2021	7/12/2021		
10	Disability Error	322654	Provider Name (1234)	3/30/2021	7/12/2021		
11	Relationship to Head of Household	1003013	Provider Name (1234)	8/26/2021			
12							

HUD Correction Guide included!

HUD Reporting Correction Guide

Descriptions and steps to fix HUD's flagged issues

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HUD Correction Guide included!

EDA and Back Date Modes

These modes need to be adjusted before any data corrections take place. Review the [Before You Enter Data Training](#) for more information on why these modes are used.

Default EDA Mode will be visible in the upper left-hand side of the screen at either the Level 4 or Level 5.

This is a Level 4 Default EDA (only agency and county listed):



This is a Level 5 Default EDA (agency, county and project listed):

Use [Ctrl+Home](#) on your keyboard to Return to the Table of Contents

HUD Correction Guide included!

Data Quality (Demographics, Homeless History Etc.)

DQ Flag Types labeled as Missing X data element (Gender, Race etc.) or Error means that the data has not been fully collected or entered for that client and so we don't have a clear picture of who they are.

Remember:

- Demographics, Homeless History, and other universal data elements help us know who our communities are serving and what their experiences are.
- Check the [NCCEH Required Data Elements guide](#) for which data elements to collect on different household members.

Impact:

- Universal data elements impact if we are able to submit the HUD's LSA report and impacts how we are able to look at the data afterwards to inform decisions and changes for our communities.
- Every client should have at least some basic information collected on them large amounts of missing data will impact all system and agency reporting ability.

Steps to Correct (if Client Location inaccurate):

1. Check your [default EDA mode](#), switch to client's project if needed.
2. [Set Back Date](#) to the correct Start Date.
3. Confirm client has all data completed and correct for Client Profile under Client Record and Demographics. If they do not click the edit pencil to add data, then click save once entered.



Null Responses

Null responses do not explain the client's situation and damage our reports.

Client Doesn't Know	Only if the client does not know a response
Client Refused	Only if the client refuses to provide a response
Data Not Collected	Only if staff forgot or were unable to ask
No Exit Interview Completed	More specific Data Not Collection options sometimes available
Other	Only if no other option applies (rarely valid)



Resources

HUD Correction Guide

- Specific steps for each flag type
- Sent with every list of corrections email

How to Run and Read APR or CAPER Guide

- Helps you see if a correction worked!

HMIS Happy Hour

- Weekly beginning Oct 13th
- Wednesdays 3-4 pm
- <https://global.gotomeeting.com/join/296243053>

Data Quality Reports Training

- 23:30 – Name
- 25:55 – Relationship to Head of Household
- 30:50 – Annual Assessment
- 47:40 – Date of Birth
- 49:00 – Visibility issues (backdate)
- 1:00:00 – Income issue (and other sub-assessments)
- 1:08:00 – Housing Move-In Date



How to avoid BIG SCARY correction lists



Review reports in internal staff meetings



Review in leadership meetings



At least monthly and quarterly reviews



Run more frequent DQ reports when you have new users





What's Next?

Agency HMIS Check-Ins

Agency Checklist

Agency leadership is responsible for completing and returning to the Data Center

Agency Name: _____

HMIS Data Quality

- Yes No Agency runs the APR or CAPER on a regular basis to verify the data and correct errors as appropriate.
- Yes No Agency runs other reports on a regular basis to verify their data and correct errors as appropriate.
- Yes No Agency is aware of the CoC's HMIS benchmarks, as part of the developing Data Quality Plan.
- Yes No Agency has developed and follows a self-monitoring plan* to ensure quality of data in HMIS.

**A comprehensive HMIS Data Self-Monitoring Plan should include the following components: Identifies specific reports to be used for each project; defines the reporting date range to use and the frequency at which reports are reviewed; names those responsible for running reports, data cleanup needed and verifying cleanup was done; and establishes a timeframe to complete this process.*

HMIS User and Project Set-Up

- Yes No Agency has reviewed the list of users and confirms all users are still active.
- Yes No Agency has reviewed the list of users and confirms all users have accurate Enter Data As rights.
- Yes No Agency has reviewed the list of projects and confirms all projects are ACTIVE.
- Yes No Agency has reviewed the list of projects and confirms all projects have CURRENT funding details.
- Yes No Agency has reviewed the list of projects and confirms all residential projects have accurate addresses.
- Yes No Agency has reviewed the list of projects and confirms all residential projects have accurate bed lists.

Corrections or Additional Notes:

Agencies will need to confirm:

- Review individual correction questions (if needed)
- Review HMIS Users and Roles
- Review Funding Sources and Projects
- Review Bed and Unit Inventory

Required for HMIS participating agencies with (SO, ES, TH, RRH, or PSH)

- Watch out for an email to schedule
- Will take place between November and January



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Learning Management System (LMS)

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: November

- Annual Privacy Training
- New Data Standards quiz



What's Next Calendar

Due	Report/Event Name
October - December	Agency HMIS Check-Ins (required)
Nov 12 th	Deadline: Agency Corrections for HUD Reporting
Dec 2 nd	Durham CoC HMIS Users Meeting
On the horizon	Annual Privacy and New Data Standards quizzes



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Contact NCCEH Data Center Help Desk

hmis@ncceh.org

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Questions?

Let's Troubleshoot!