

NC BoS CoC HMIS Users Meeting

April 2022



NC COALITION to
HOMELESSNESS end

Agenda

April 2022

System Updates

- New HMIS Users Meeting structure
- ZenGuide
- ART is disappearing
- Tester Corps

We Love Data!

- System Performance Measures

How Can We Help?

- EDA Issues
- Community APR

What's Next

- HMIS Calendar

Demo/Troubleshooting

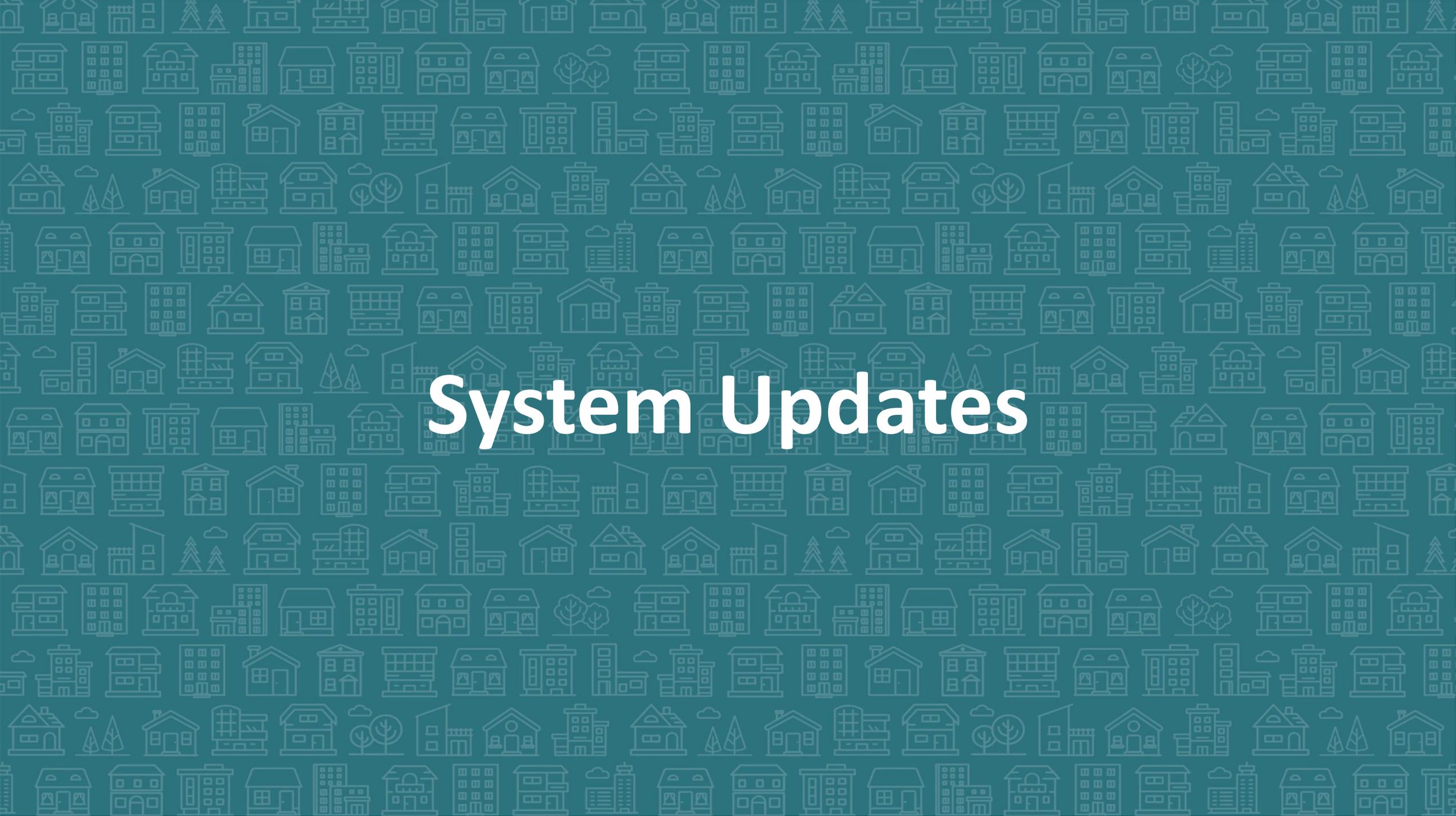


NCCEH

HMIS Monthly Checklist

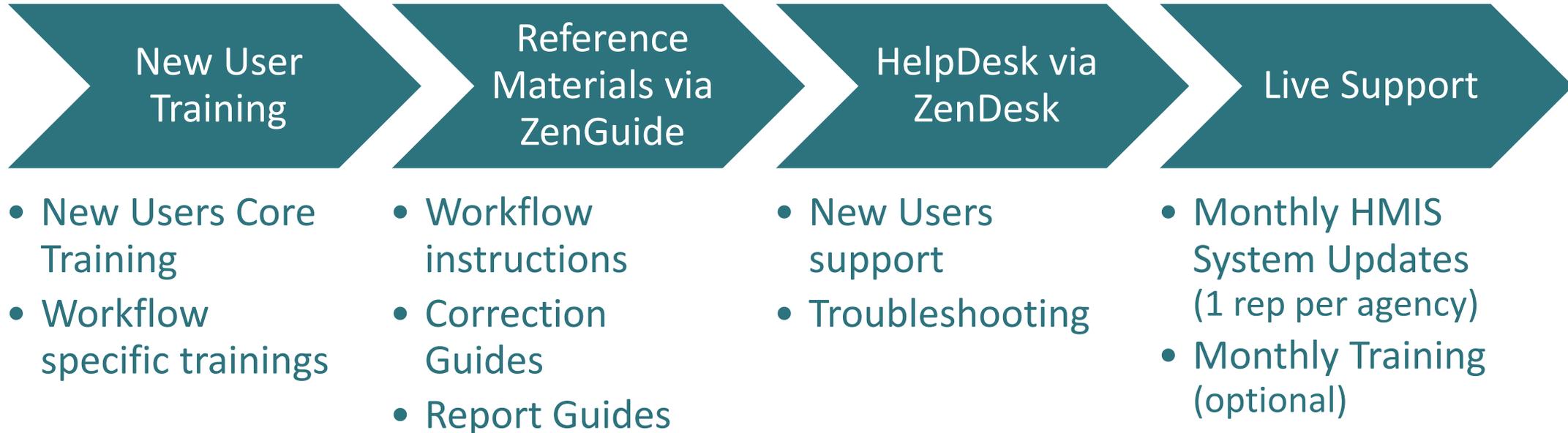
- Have you run a report on last month's data?
- Have you made your corrections for last month's data?
- Has your team reviewed the data together?
- Have you made a program decision based on data?
- Do you have enough paper ROIs for the next month?
- Have you checked for Annual Assessments coming due?





System Updates

Education and Training Structure



Proposal to replace HMIS Users Meeting

Revamp!

- 1 time for HMIS System Updates
 - For all CoCs at once
- 1 time for ongoing Training opportunities (like continuing education)
 - Topics determined and posted three months at a time

We need your feedback

- https://ncceh.formstack.com/forms/training_pre_survey
- Will try for 3 months and evaluation



New tool: ZenGuide

This month, we'll be announcing a new tool for HMIS support!

- Online centralized knowledge base is being created to make it easier for HMIS users to find tip sheets, guides, and other written tools (located in one place!) needed to do their best work in HMIS.
- This tool will to allow users to search for answers to questions independently. Think of it as a “the first step to getting the information you need!”



HMIS Update: ART is going to disappear!

Get ready for change!

- ART is being replaced by Business Objects in our ServicePoint HMIS
 - ART will disappear Friday, May 13th

Save the Date

- HMIS Reports Training will be Friday, May 6th at 11 am
 - Second chance repeat Training will be Thursday, May 12th at 3 pm
 - Follow-up office hours will be Thursday, May 19th at 1 pm

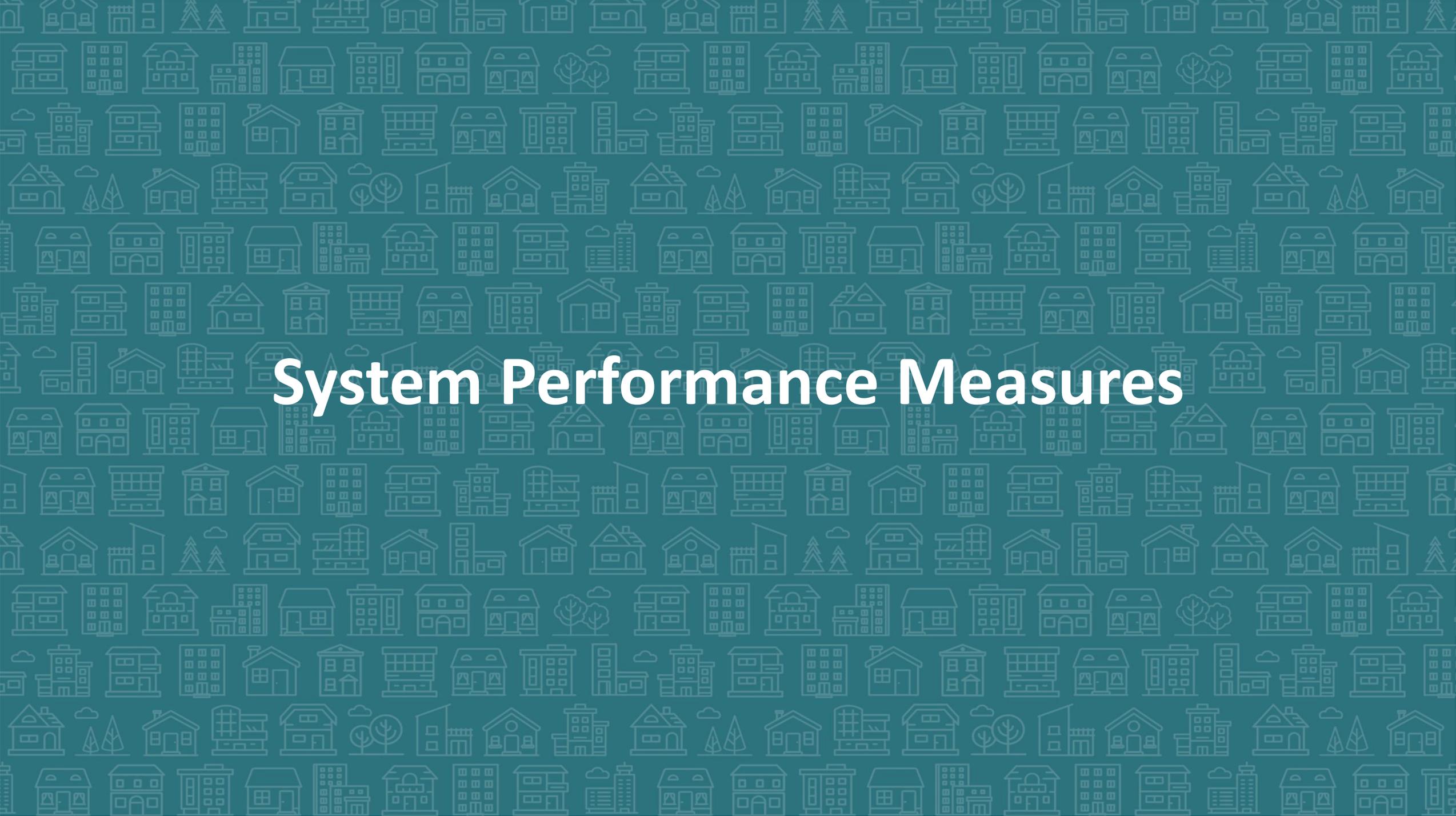


Join a Testers Corps!

Test our new trainings to find gaps, mistakes, and help make improvements!

- Release your inner supervillain for good
- Help improve materials for the whole implementations
- No strict time commitment, respond to calls as you can via email





System Performance Measures

System Performance Measures

Why?

- Our clients depend on the system to coordinate limited resources
- Further our efforts to make homelessness rare, brief, and non-recurring
- HUD's CoC competition scoring

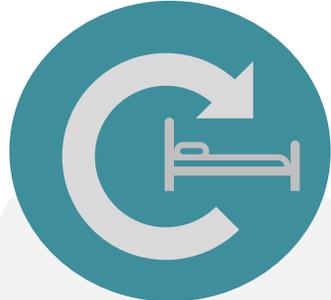


System Performance Measures



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



Length of Time Homeless



1

Length of Time Homeless

	Average	Median
Length of Stay in ES	59 days	35 days
Length of Stay in ES & TH	76 days	39 days
Length of Time Homeless (approx., ES, PH prior to Move-In)	317 days	137 days
Length of Time Homeless (approx., ES, TH, PH prior to Move-in)	318 days	152 days

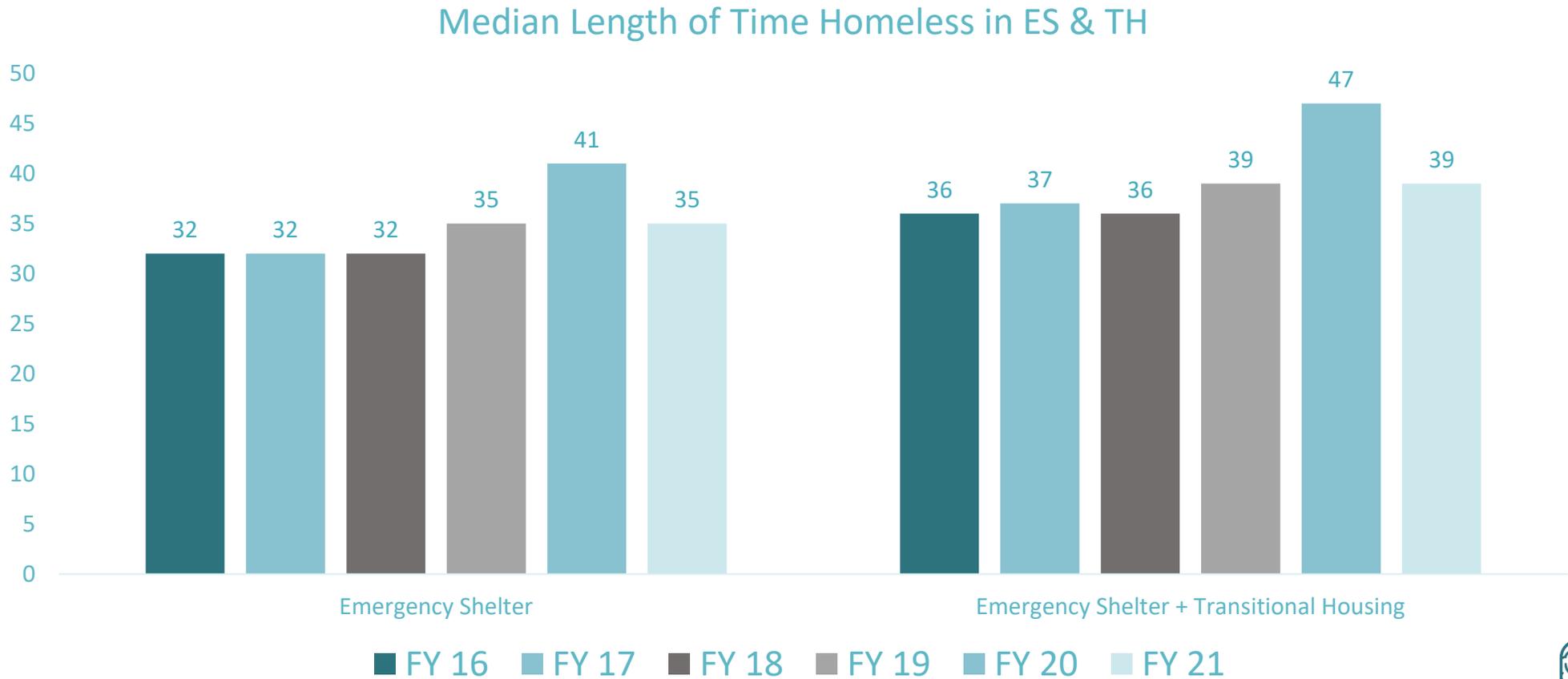


NCCEH

Length of Time Homeless in Emergency Shelter & Transitional Housing



1
Length of Time Homeless



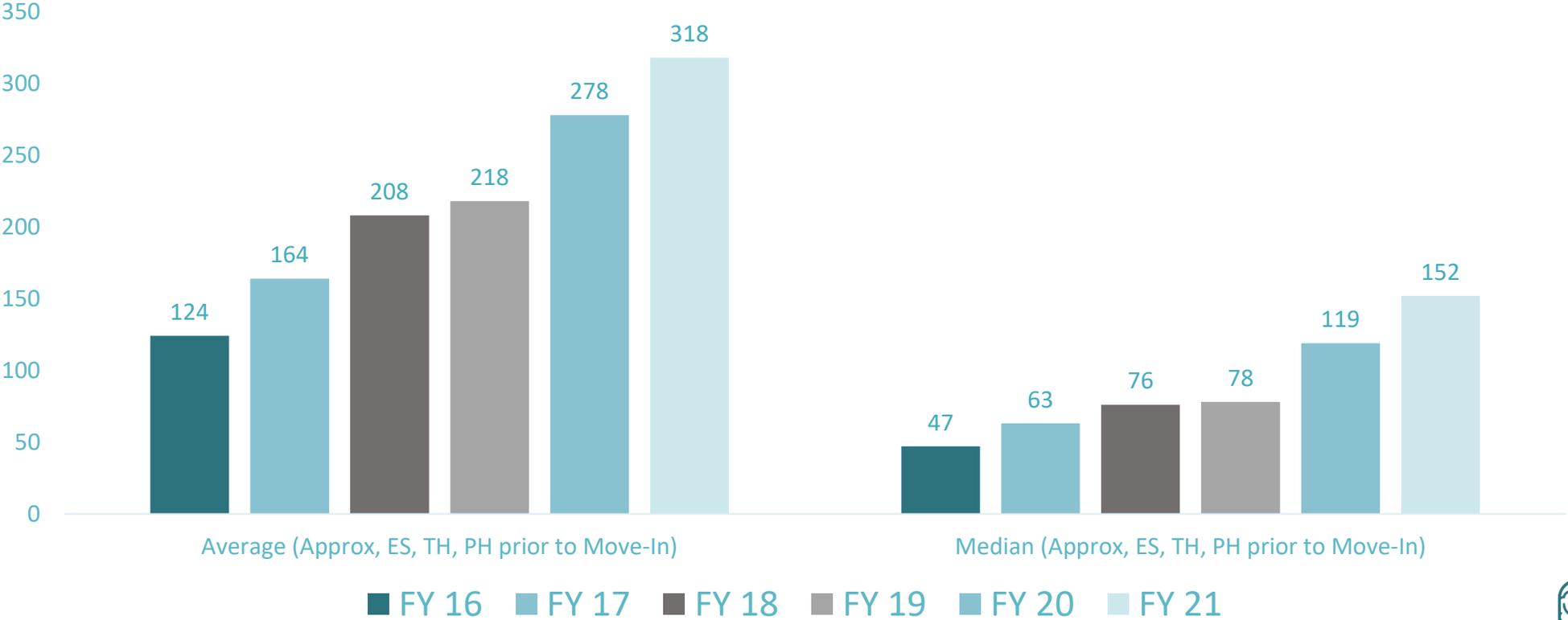
Length of Time Homeless in Emergency Shelter & Transitional Housing



1

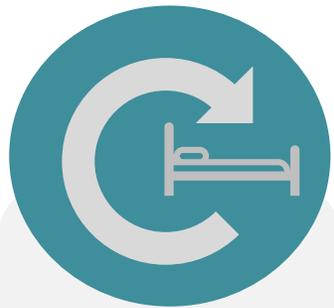
Length of Time Homeless

Average vs Median Length of Time Homeless



NCCEH

Returns to Homelessness



2

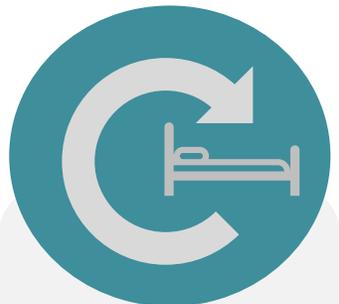
Return to Homelessness

	Total Persons with Exits to Permanent Destinations	Total Returns within 24 months	Percent of Returns within 24 months
Exit from SO	9	1	11%
Exit from ES	1830	416	23%
Exit from TH	142	6	4%
Exit from PH	1137	77	7%
Total	3118	500	16%



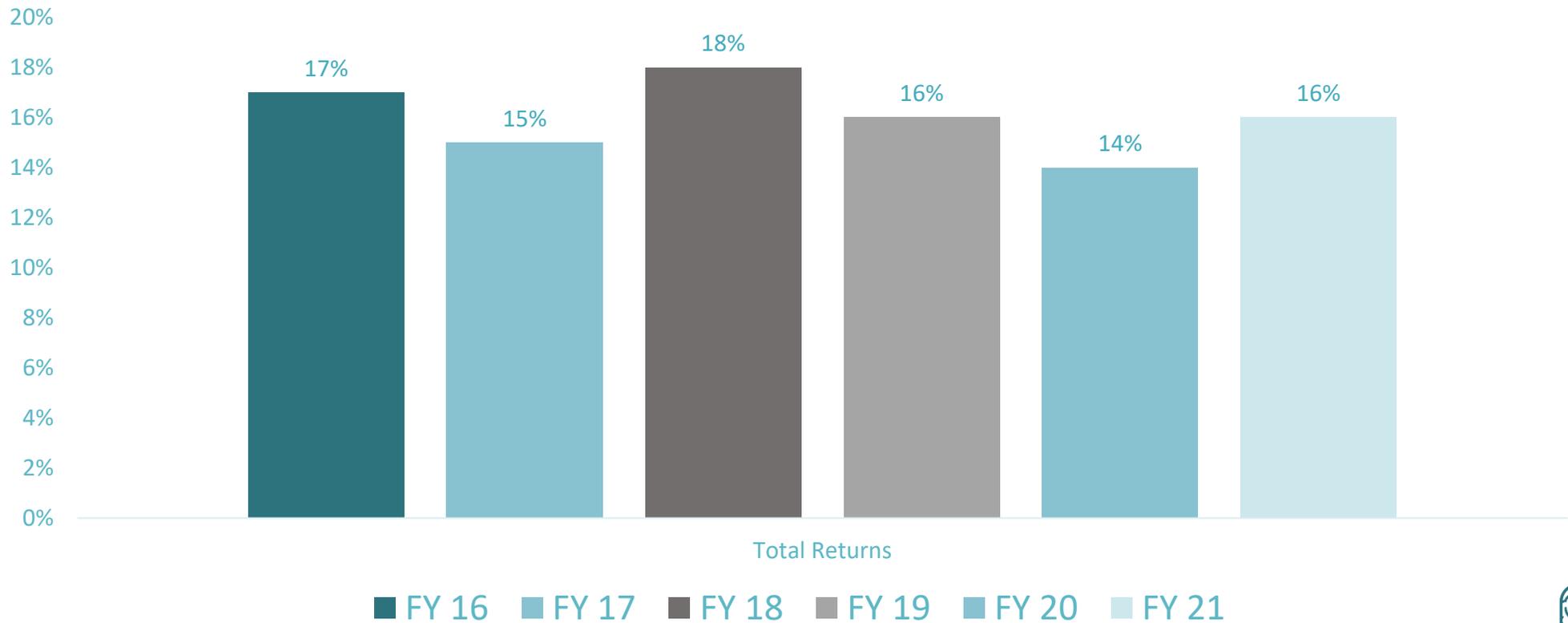
NCCEH

Returns to Homelessness



2
Return to Homelessness

Percent of Returns (after exit to permanent destination)



Number of People Experiencing Homelessness



3

Number of Homeless

	2021 PIT Count	FY 2021
ES	1233	4771
TH	287	276
Total	1520	4991



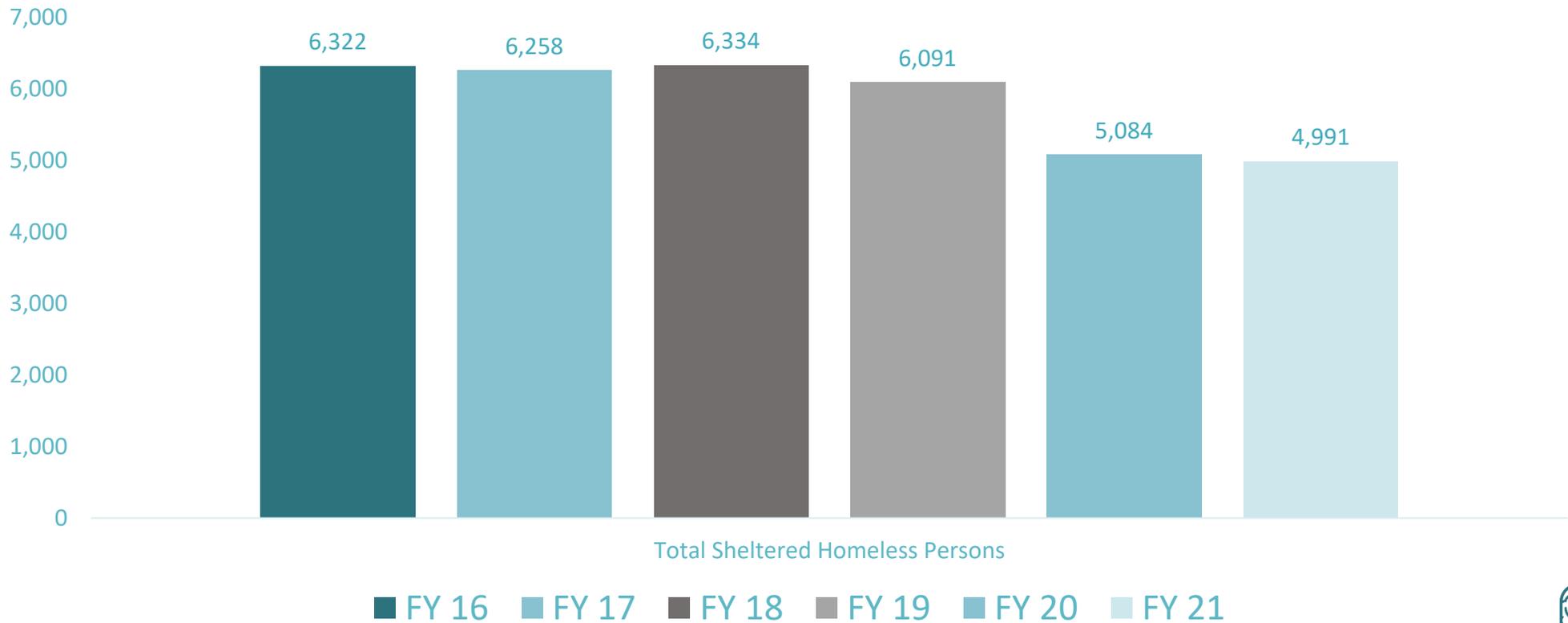
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Number of People Experiencing Homelessness



3
Number of Homeless

Annual Counts of Sheltered Homeless Persons in HMIS



Increases in Income (CoC-funded programs)



4

Increase in
Income

	Percent of adults with Increased Employment Income	Percent of adults with Increased Non-Employment Income
Adult Stayers	4%	24%
Adult Leavers	10%	25%



First Time Homeless



5

First Time
Homeless

	FY 21	Change from last year
Persons without entries in ES, TH in last 24 months	3530	+ 205
Persons without entries in ES, TH, and PH in last 24 months	5498	+ 1082



NCCEH

Exits to/Retention of Permanent Housing



7

Exits and
Retention of PH

	Total Exits	Percent
Positive Destinations from SO	53	72%
Permanent Destinations from ES, TH, RRH	1879	40%
Permanent Destinations or Retention from PSH	1257	99%



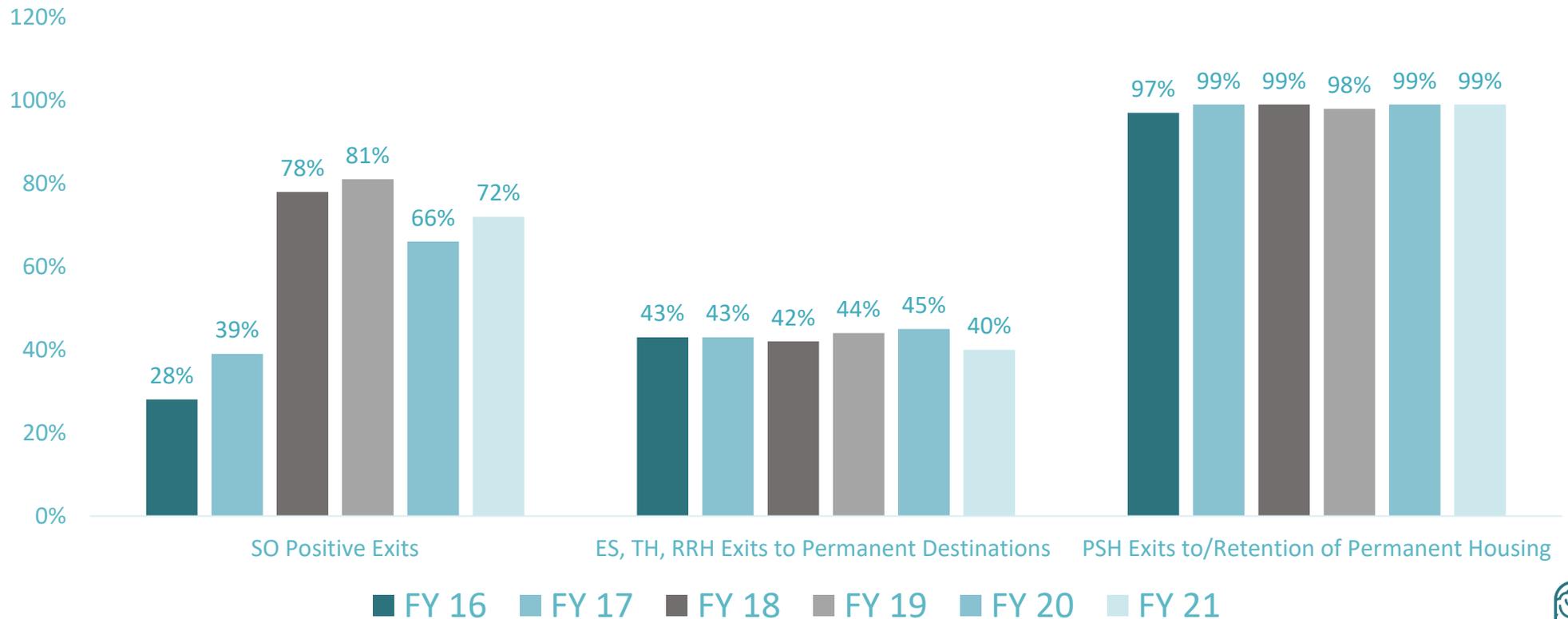
Exits to/Retention of Permanent Housing



7

Exits and Retention of PH

Exits to and Retention of Permanent Housing



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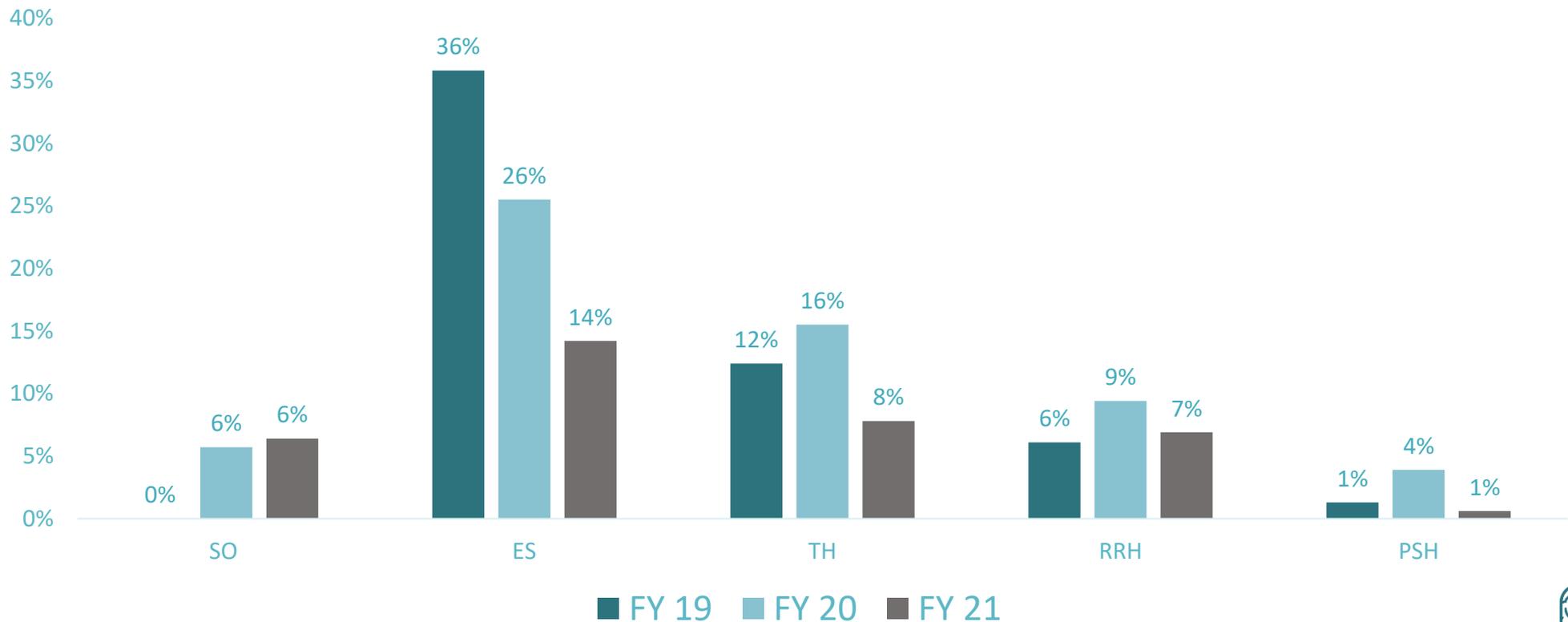
Exits to/Retention of Permanent Housing



7

Exits and Retention of PH

Exit Destination Error Rates by Project Type





How Can We Help?

Your best (reporting) friend

Annual Performance Report (APR) and Consolidated Annual Performance and Evaluation Report (CAPER)

- Everyone can pull!
- Deduplicates clients
- Includes Performance and Data Quality insights

Data Center Recommendations

- Pull at least monthly for your projects
 - Weekly pull is recommended to align with timeliness standards
- Use the [Data Quality Plan Benchmarks by Project Type](#) to review error rates and prioritize corrections



Enter Data As mode

Required, not an option

- Since October 2021, 259 clients entered with the wrong EDA mode
 - 259 clients



What's tracked behind the scenes?

Project: what funding supports these clients?

Alex entered the shelter program funded by County ESG dollars and must be recorded in the Emergency Shelter County ESG project



What's tracked behind the scenes?

Clients are separated by HMIS project type and funding source



If data is entered without EDA mode



Visibility Problems

Client data cannot be seen in ServicePoint by those who should be able to see it



Privacy and Security Problems

We are better able to ensure data is accessed only by those with permission when it is in the correct place



Data Quality/Reporting Problems

Client data can be seen in ServicePoint, but is not pulled into reports



Default Enter Data As mode: Agency Level

The screenshot displays the ServicePoint web application interface. At the top left is the ServicePoint logo with the tagline "Connecting Your Community." The top right corner shows the user "Helen Housing" as an "Agency Admin" with a gear icon. The main header area is orange and contains the text "ServicePoint Training Site" and "Heading Home Housing - Rowan County" with a date of "December 27, 2018". A dropdown menu for "Mode:" is open, showing three options: "Shadow", "Enter Data As" (which is highlighted), and "Back Date". Below the header is a dark blue navigation bar with "Home > Home Page Dashboard" and a search box labeled "Type here for Global Search". At the bottom, there are several widget tabs: "Last Viewed", "Favorites", "System News (1)", "Agency News (0)", and "Follow Up List (0)".

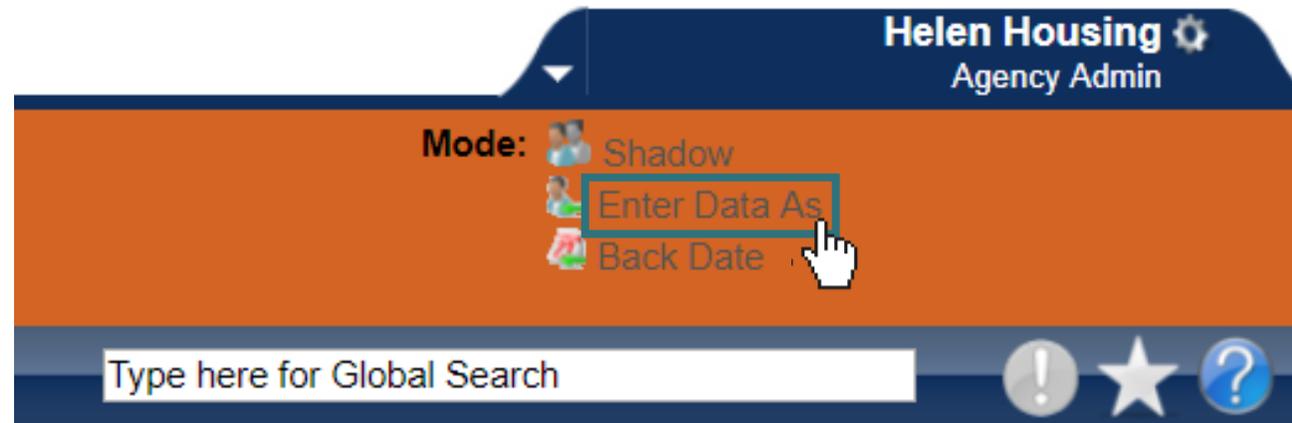
Agency Name



County Name

Enter a new Enter Data As Mode

If your Default EDA mode is not where your client entered, you can change your EDA mode



Enter a new Enter Data As Mode



Quick Tip: you don't have to Search. Projects are already listed below!

Enter Data As Provider Search

Provider Search

Search for Providers by using keywords from the Provider Name or Description.

Search

Provider Number

Enter or scan a Provider ID number to search for that Provider.

Provider ID #

Provider Search Results

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	All
		Provider															Level	Phone	Location	Last Updated							
		Heading Home Housing - Rowan County - Emergency Shelter - Private (5)															Level 5	Unknown	Salisbury, NC 28147	01/03/2019							
		Heading Home Housing - Rowan County - Emergency Shelter - State ESG (10)															Level 5	Unknown	Salisbury, NC 28147	01/03/2019							
		Heading Home Housing - Rowan County - Rapid Re-Housing - ESG (6)															Level 5	Unknown	Salisbury, NC 28147	08/14/2018							



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		Provider		Level	Phone	Location	Last Updated																				
<input type="button" value="+"/>		Heading Home Housing - Rowan County - Emergency Shelter - Private (5)		Level 5	Unknown	Salisbury, NC 28147	01/03/2019																				
<input type="button" value="+"/>		Heading Home Housing - Rowan County - Emergency Shelter - State ESG (10)		Level 5	Unknown	Salisbury, NC 28147	01/03/2019																				
<input type="button" value="+"/>		Heading Home Housing - Rowan County - Rapid Re-Housing - ESG (6)		Level 5	Unknown	Salisbury, NC 28147	08/14/2018																				



Add: Click the plus sign to select the right project for your client!



You are in a new Enter Data As mode!



The screenshot shows the ServicePoint web application interface. At the top left is the ServicePoint logo with the tagline "Connecting Your Community." The main header area is orange and contains the text "ServicePoint Training Site", "Heading Home Housing - Rowan County", and the date "December 27, 2018". On the right side of the header, it says "Helen Housing Agency Admin" and "Mode: Shadow". A dropdown menu is open, showing two options: "Enter Data As Heading Home Housing ..." (highlighted with a red box) and "Back Date". A red arrow points from the text below to the highlighted menu item. Below the header is a dark blue navigation bar with "Home > Home Page Dashboard" on the left and a search bar with the placeholder text "Type here for Global Search" on the right. There are also icons for help, star, and question mark.

Agency Name + County Name + Project Name + Funding Source



What's Next?

2022 CE Evaluation

- Rapid Rehousing: All clients housed by a rapid rehousing program in the CoC **must receive this survey within 30 days (before or after) they are housed.**
- Permanent Supportive Housing (PSH): PSH clients who have entered a PSH program in the last year will be offered the opportunity to complete the coordinated entry evaluation survey that asks about their experience of the coordinated entry system.
 - **PSH survey timeframe is April 1, 2022, through May 31, 2022.**
- Shelters and/or Street Outreach: All people completing the VI-SPDAT will be offered the opportunity to complete the coordinated entry evaluation survey that asks about their experience of the coordinated entry system.
 - **Shelter and/or Street Outreach timeframe is May 17, 2022, through May 31, 2022.**



2022 CE Evaluation

- CE Evaluation materials are located on the NCCEH webpage, [BoS Coordinated Entry](#)
- The webpage includes directions and surveys for the following programs:
 - Shelters and Street Outreach programs
 - Unsheltered
 - Emergency Shelters
 - Rapid Rehousing and Permanent Supportive Housing programs
 - Consumer Survey
- All agencies that participate in CE should complete the Service Provider Agency survey!



2022 CE Evaluation

- Survey collection
 - Agencies will give client option of completing the survey (paper form or electronic).
 - Client completes paper survey (anonymously), seals in envelope, places in collection box and/or client completes electronic survey.
 - CE Lead and/or identified person collects paper surveys and scans to bos@ncceh.org.
- Data processing
 - Analyze results
 - Report to NC ESG Office
 - Propose changes to CE system



Equity Initiative Core Team



**HELP
WANTED**

**RACIAL EQUITY
INITIATIVE CORE TEAM**

We are seeking diverse candidates with lived experience with homelessness to participate in a group that will create new policies to ensure our CoC's housing opportunities are fair to all!

WHEN

- Through December
- About to 2-3 hrs/wk
- Meeting time can be flexible

WHERE

- Virtual meetings on Zoom or Microsoft Teams
- You'll need access to a smart phone or computer and the internet.
- We may be able to help!



What's Next Calendar

Due	Report/Event Name
Jan 26 th	Point in Time Night
April 21 st	HMIS Users Meeting
Early April	State ESG CV data due (NCCEH pulls CAPER)
May TBD	New System Updates & Training Opportunities
Early July	State ESG CV data due (NCCEH pulls CAPER)

Contact NCCEH

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NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997



NCCEH



Questions?

Let's Troubleshoot!