

# NC Balance of State CoC HMIS Users Meeting

October 2018



North Carolina Coalition to End Homelessness

securing resources

encouraging public dialogue

advocating for public policy change

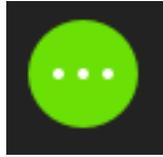
# Make sure you're counted!



This box is located in the top, center of your screen

# Enter your name so we know who's here

1 Click this icon



2

- Request presenter role
- Request mouse control
- Request to annotate



Settings

Exit this meeting

3

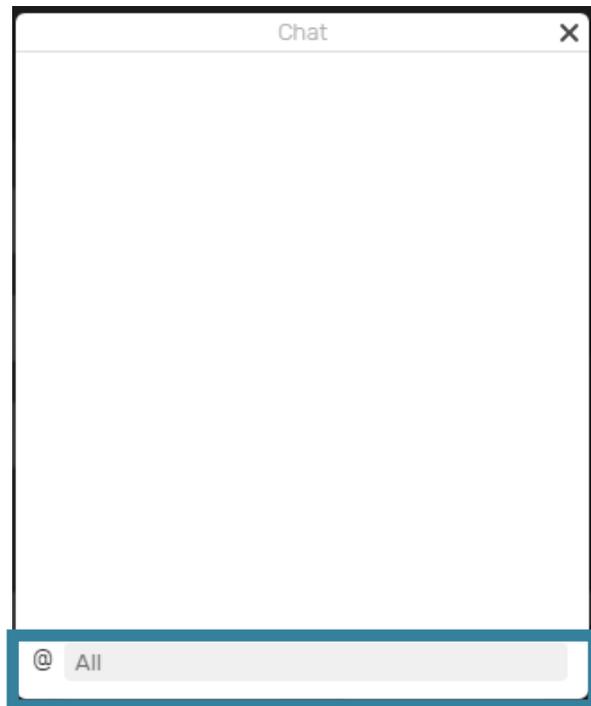


A screenshot of the Zoom meeting interface. At the top, there are icons for Profile, Audio, Video, and Meeting. Below these is a large circular profile picture placeholder with a camera icon and a person icon. Underneath the placeholder, it says 'COMPLETE YOUR PROFILE!'. At the bottom, there are two input fields: 'First Name' and 'Last Name'. The 'First Name' field contains the text 'Enter your name here' in red, and the 'Last Name' field contains the text 'name here' in red. A blue box highlights both input fields. An arrow from step 3 points to this box.

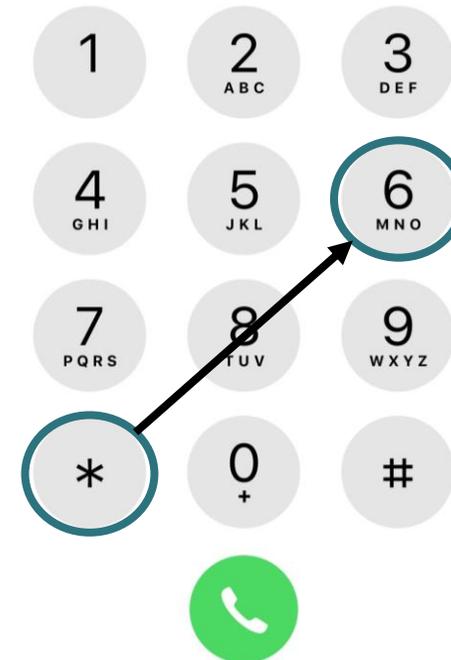
# How to chat us a question

- 1 On the computer, use the chat box

Click this icon



- 2 On the phone, hit \*6 to unmute yourself to ask a question



# October's Agenda

**Bed and Unit Inventory**

**Longitudinal System Analysis (Report)**

**NC Natural Disaster/Storms**

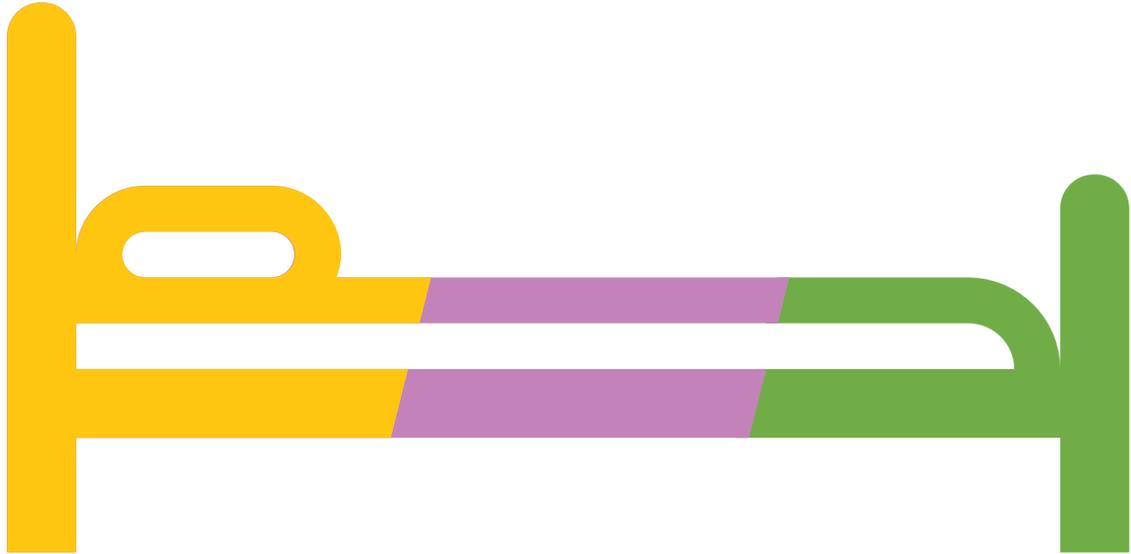
**HMIS@NCCEH Launch update**

**What's Next Calendar**



# Bed & Unit Inventory

# Three Elements to B/U in HMIS



Household Type   Housing Type   Availability

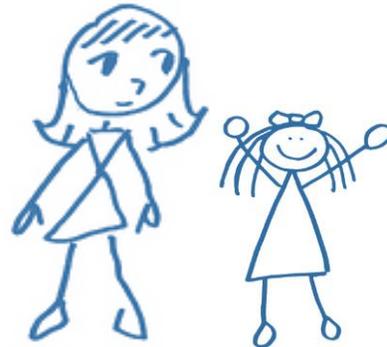
# Three Household types for beds

1



Households  
without children

2



Households with at  
least one adult and  
one child

3

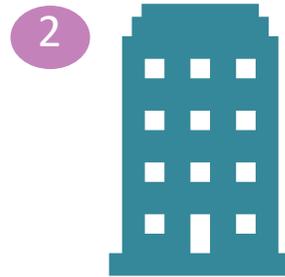


Households with  
only children

# Three Housing types for beds



Site-Based –  
clustered/multiple sites



Site-Based – single site



Tenant based –  
clustered/multiple sites

# Three Availability types for B/U

Beds are incorporated into utilization according to their availability to clients

1



Year-round

2



Overflow

3



Seasonal

# What was your inventory on these dates?

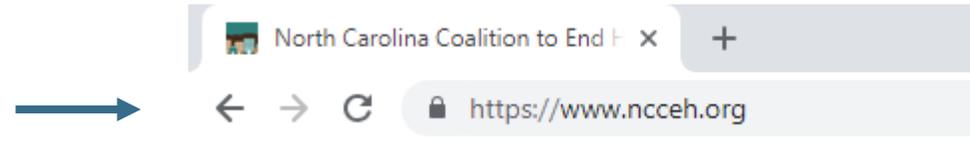
LSA report review Bed & Unit Inventory on 4 days

- January 30<sup>th</sup>
- April 25<sup>th</sup>
- July 25<sup>th</sup>
- October 31<sup>st</sup>

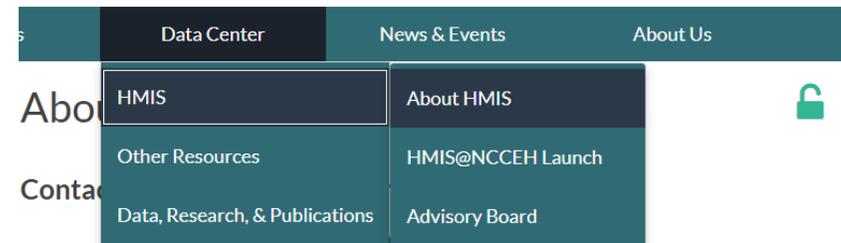
HMIS *must* be up to date for these dates

# Have there been changes to your beds?

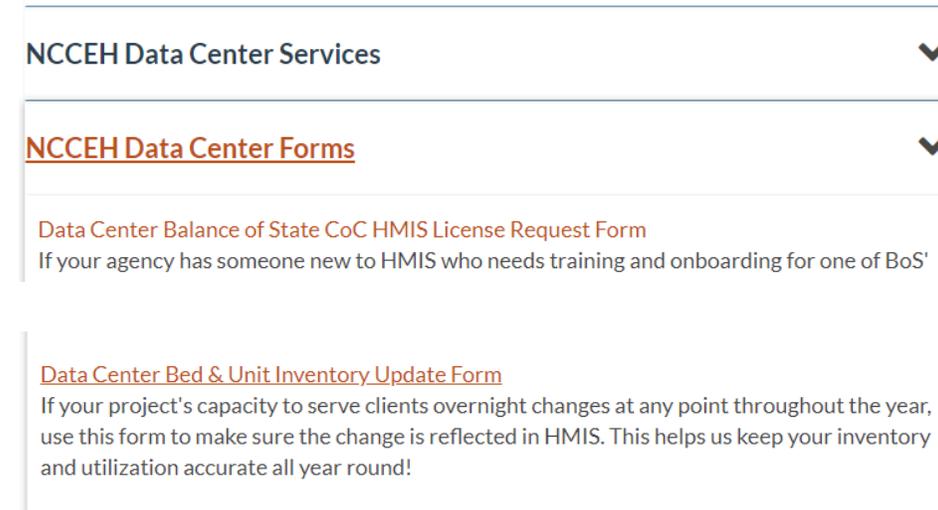
1 Go to [ncceh.org](https://www.ncceh.org)



2 Click **Data Center**, **HMIS**, and **About HMIS**



3 Go to **NCCEH Data Center Forms** to find the:



4 [Data Center Bed & Unit Inventory Update Form](#)



# Longitudinal System Analysis

# What's the LSA again?

The Annual Homeless Assessment Report (AHAR) is the report to Congress on the extent and nature of homelessness in America.

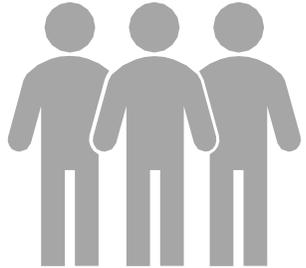
- Annual HMIS Data, PIT, and HIC
- Federal Fiscal Year 2018 (10/1/2017 – 09/30/2018)
- Visualizes progress of the federal strategic plan, *Opening Doors*
- Continuums of Care nationwide are included

The Longitudinal System Analysis (LSA) report produced from a CoC's HMIS and contains the data used to write the AHAR.

# The LSA contains data from 3 sources



HMIS

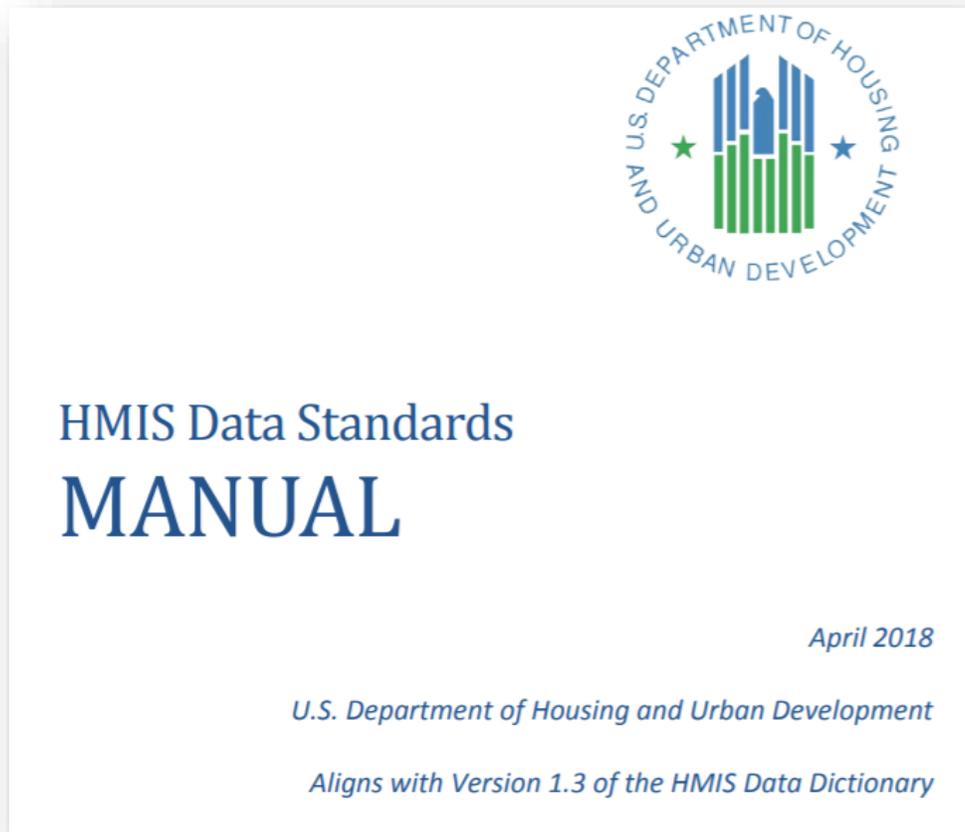


Point in Time Count (PIT)



Housing Inventory Count (HIC)

# HMIS is the largest data source- IT MATTERS!



## **Universal Data Elements**

Demographic data

Income

Disability

## **Project Descriptor Elements**

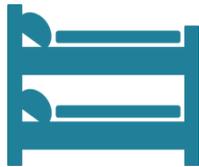
Project Type

Bed and Unit Inventories

# What HMIS client data is included?



October 1, 2017 to September 30, 2018 (12 months)



ES, TH, RRH and/or PSH projects operating during the reporting period



Data is reported for clients active during the reporting period PLUS days associated outside of this window (if continuous), and/or days associated with any returns to homelessness in the past 3 years

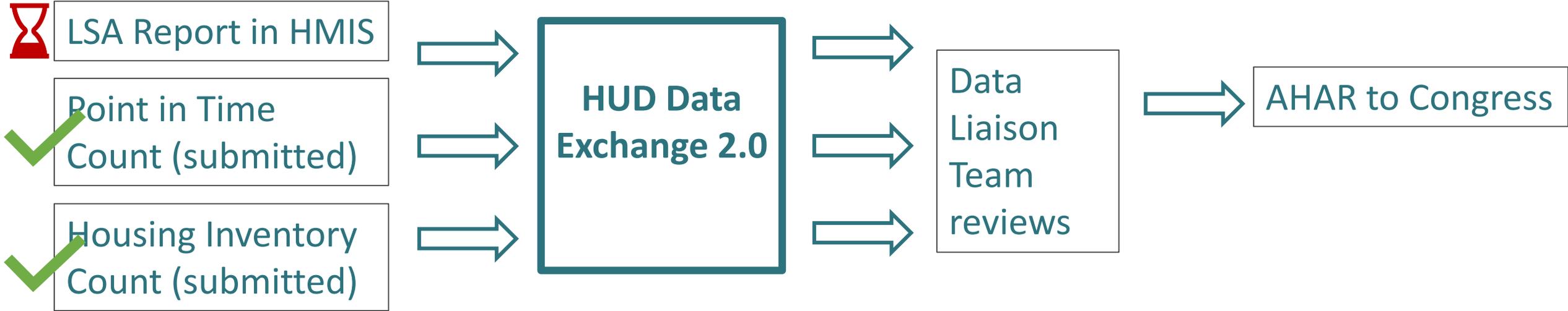
# Data Submission and Analysis Process

## Data Preparation

## Data Submission

## Data Review

## Data Analysis





# Good News for Balance of State

We've reviewed preliminary data - in BoS, the rate of missing data was less than 10%!

We are still waiting on the OFFICIAL report to be released. In the meantime, we'll focus on correcting the following the **most common BoS data quality issues**:

- Missing Prior Living Situation Data
- Missing Stability of Previous Night's Living Arrangement Data
- Incomplete HUD Verification
- Long Stayers in Emergency Shelter
- Children enrolled in projects alone (without adults 18+)
- Utilization rates under 65% or over 105%

# ? Ask clients and/or review files for missing data

<b>What's the problem?</b>	UDEs were not entered into HMIS at client entry, interim and/or exit
<b>How do I find this error?</b>	<ul style="list-style-type: none"><li>✓ Run the 0640 HUD Data Quality Framework in ART</li><li>✓ No ART license? Run the CAPER (ES, RRH) or APR (TH, RRH, PSH)</li><li>✓ Review the client detail tab</li></ul>
<b>How do I fix this error?</b>	<ul style="list-style-type: none"><li>✓ Review client file for information</li><li>✓ If information is in file, enter into HMIS</li><li>✓ Call NCCEH Data Center for SSN entry</li></ul>



**Missing data is *always* better than inaccurate data**



# Incomplete HUD Verifications cause errors

<b>What's the problem?</b>	Incomplete HUD verification on disability, income, benefits and/or health insurance sub assessments
<b>How do I find this error?</b>	<ul style="list-style-type: none"><li>✓ Run the 0252 Data Completeness Report Card in ART</li><li>✓ Review the client detail tab</li></ul>
<b>How do I fix this error?</b>	<ul style="list-style-type: none"><li>✓ Review client file for documents verifying disability, income, benefits and/or health insurance</li><li>✓ If information is in file, complete HUD verification in HMIS</li></ul>



**Missing data is *always* better than inaccurate data**



# Review entries where children are enrolled alone

<b>What's the problem?</b>	Child (under 18) enrolled in project without an adult (18+)
<b>How do I find this error?</b>	NCCEH Data Center staff will contact agencies directly to correct this error – we found <b>43</b> in prelim data 😞
<b>How do I fix this error?</b>	<ul style="list-style-type: none"><li>✓ Child's entry alone has to be deleted and re-created from the HoH's entry</li><li>✓ Use the <i>How to Correct Child Alone Issues</i> in <a href="#">ClientPoint</a> and <a href="#">ShelterPoint</a> PDF</li></ul>



# Ensure clients no longer in project are exited

<b>What's the problem?</b>	Clients no longer receiving services/staying in a bed are still enrolled in the project in HMIS
<b>How do I find this error?</b>	✓ Run the 0216 Unexited Clients Exceeding Max Length of Stay report
<b>How do I fix this error?</b>	✓ Review client file, consult with other staff to get information about date of client exit ✓ Exit client from project using date

# What to expect – 2018 Timeline

Date	Event
October 2018	NCCEH Data Center staff begin running reports for accuracy and data quality issues
October 31, 2018	HUD Data Exchange (HDX) 2.0 will open for submission (and HMIS report will be released)
November 2018	Agencies and NCCEH Data Center staff will run data quality reports and check for corrections
November 30, 2018	CoC's Submission of final data due into HDX 2.0
January 2019	Agencies and NCCEH Data Center review data quality errors and work to correct

# What to expect – 2018 Timeline





# Natural Disaster/Storm

Data Collection for displaced North Carolinians

# NC Natural Disaster/Storm questions in Forms

## **Why did the state add new questions?**

Ongoing crisis for folks running out of resources

Financial resources are available

Research for future funding needs

# NC Natural Disaster/Storm Resources

If any client has been displaced by a storm, the first step is to register:

[disasterassistance.gov](https://disasterassistance.gov)

Hurricane Florence specific resources are listed online at:

[ncceh.org/hurricaneflorence](https://ncceh.org/hurricaneflorence)

Clients may be eligible for disaster re-housing funds through

[Back@Home](#)

# NC Natural Disaster/Storm questions in HMIS

**NATURAL DISASTER/STORM**

**\*\*ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS\*\***

Are you experiencing homelessness due to a recent natural disaster/storm?  [G](#)

**If the client answered "Yes", you must click the Add button below to complete the sub-assessment.**

 **NC Natural Disaster/Storm**

<b>There are resources and partners available during natural disasters/storms that can help you. Do we have your permission to use this information to coordinate with them to help you get resources and assistance?</b>	What natural disaster/storm caused you to evacuate and seek other shelter?	Do you know if the place you were living was destroyed by the natural disaster/storm, seriously damaged but not destroyed, or not seriously damaged?	If the place you were living was destroyed or damaged in any way, do you have insurance to cover losses?	Have you registered with FEMA for assistance?	As of today, what are your plans for housing?	End Date
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# NC Natural Disaster/Storm questions in HMIS

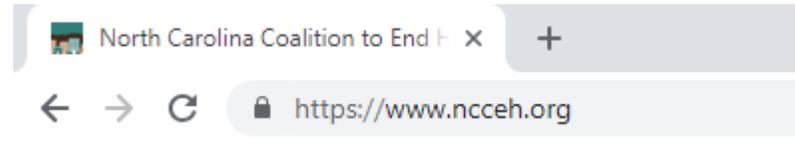
**NC Natural Disaster/Storm**

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<b>There are resources and partners available during natural disasters/storms that can help you. Do we have your permission to use this information to coordinate with them to help you get resources and assistance?</b>	<input type="text" value="-Select-"/> ▼ G
What natural disaster/storm caused you to evacuate and seek other shelter?	<input type="text" value="-Select-"/> ▼ G
If the client said "Other", please enter the name of the natural disaster/storm in the space provided.	<input type="text"/> G
What NC County were you living in immediately prior to the natural disaster/storm?	<input type="text" value="-Select-"/> ▼ G
What was your living	

# Have you printed new forms yet?

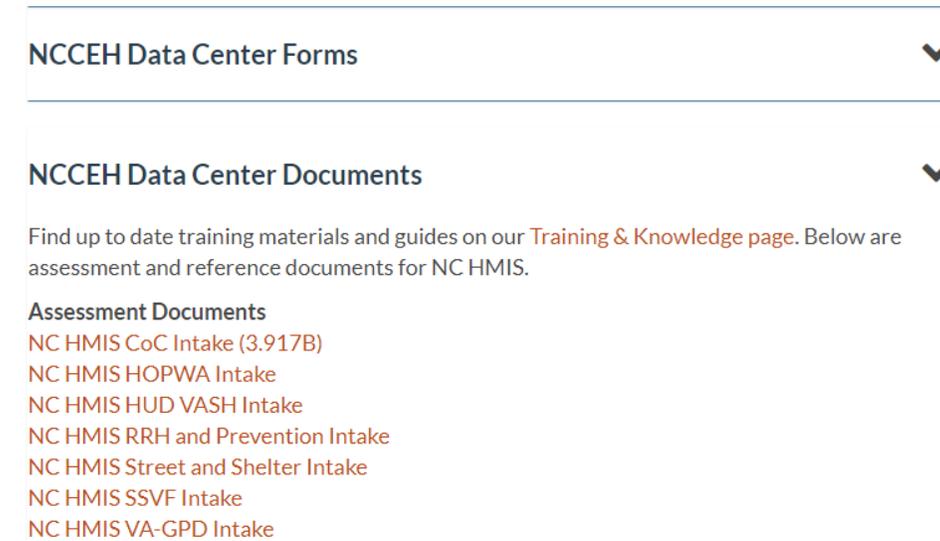
1 Go to **ncceh.org** →



2 Click **Data Center**,  
**HMIS**, and **About HMIS** →



3 Go to **NCCEH Data Center Documents** to find the: →



4 Find your project's  
**Assessment Documents** →

# NCCEH has updated our website

Walk-through of new [ncceh.org](https://www.ncceh.org)

# Report Updates in NC HMIS

# APR and CAPER updates

All Projects now have accurate counts for the 4 dates used for utilization

7b - Point-in-Time Count of Persons on the Last Wednesday					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
January	45	8	37	0	0
April	45	8	37	0	0
July	43	7	36	0	0
October	0	0	0	0	0

\*If the date range of the report doesn't cover all 4 dates, the clients won't appear

# APR and CAPER updates

PSH Projects can now measure how long it takes for a client to move-in

22c - Length of Time between Project Start Date and Housing Move-in Date					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	36	7	29	0	0
8 to 14 days	0	0	0	0	0
15 to 21 days	0	0	0	0	0
22 to 30 days	9	0	9	0	0
31 to 60 days	0	0	0	0	0
61 to 180 days	0	0	0	0	0
181 to 365 days	0	0	0	0	0
366 to 730 Days (1-2 Yrs)	0	0	0	0	0
<b>Total (persons moved into housing)</b>	<b>45</b>	<b>7</b>	<b>38</b>	<b>0</b>	<b>0</b>
<b>Average length of time to housing</b>	<b>5</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>
<b>Persons who were exited without move-in</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>47</b>	<b>9</b>	<b>38</b>	<b>0</b>	<b>0</b>

HMIS@NCCEH

Update

# HMIS Transition Continues

## Technical update

- The script to copy & purge the HMIS website has several errors identified by NCCEH Quality Assurance
- Current NC HMIS website has several errors that are going to be fixed before NCCEH is allowed to copy
- The script to fix current NC HMIS website is not ready

## Launch date?

- No estimated date can be provided until current issue fixed
- Continue entering data into NC HMIS

# HMIS@NCCEH Training

We'd love your help! Let us know what topics you or your agency needs more support on and how you'd prefer to receive training!!

## Training Feedback

What's Next?

# Mediware is now WellSky

**WellSky Community Services & Missions** will combine service “across four key settings of care: hospitals, homes, practices and facilities, and the community”

[Corporate Website](#)

## **What happens to our ServicePoint website?**

Branding and naming will not change until ServicePoint 6. The Data Center has asked for more specific dates.

For now, our HMIS is: [nchmis.servicept.com](http://nchmis.servicept.com)

# Upcoming Deadlines and Events

Due	Report Name
September	<del>HUD Funding deadlines</del>
<b>October 26<sup>th</sup></b>	<b>State ESG Application deadline (including QPR)</b>
<b>October 31<sup>st</sup></b>	<b>State ESG QPR deadline (Jan-Sept)</b> Longitudinal System Analysis (LSA) release
November 9	Longitudinal System Analysis (LSA) test upload deadline
<b>November 30</b>	<b>LSA official submission deadline</b>
Late January	Deadline to resolve LSA data quality flags
January	Point in Time (PIT) and Housing Inventory Count (HIC)
April	Point in Time (PIT) Count and Housing Inventory Count (HIC) deadline
May	System Performance Measure deadline

# Data security depends on all of us



Do not leave your computer logged in & unattended



Do not share passwords



Avoid using Internet Explorer or Edge for HMIS



Only use secure internet connections for client sensitive systems like HMIS



Update your users with the latest HMIS information



Alert us when staff with HMIS licenses leave your agency

# Question & Answer

Ask us whatever!

[ncceh.org/hmis](https://ncceh.org/hmis)

access local support for NC Balance of State, Durham, & Orange CoCs

919.410.6997 or [hmis@ncceh.org](mailto:hmis@ncceh.org)

helpdesk for local support



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