

# Durham HMIS Users Meeting

February 2019



**NC COALITION** to  
end  
**HOMELESSNESS**

# February's Agenda

## Point in Time & Housing Inventory Count

- Submission Process

- Data Review

- Data Corrections

## HMIS@NCCEH Launch

## Longitudinal System Analysis Update

## Annual Assessment and ROIs

## What's Next



# Point in Time & Housing Inventory Count

# Point in Time & Housing Inventory Count

A one-day count of folks in the community experiencing homelessness and our resources to serve them

**PIT Date:** January 23, 2019



# Point in Time

A one-day count of folks in the community experiencing homelessness

**PIT Date:** January 23, 2019



Sheltered Count:  
Emergency Shelter, Transitional Housing



Unsheltered Count:  
PIT night and service-based

# Housing Inventory Count

A one-day count of the shelter and permanent housing resources our community has to serve folks experiencing homelessness

**HIC Date:** January 23, 2019



Housing Inventory Count:

Emergency Shelter, Transitional Housing, Permanent Housing

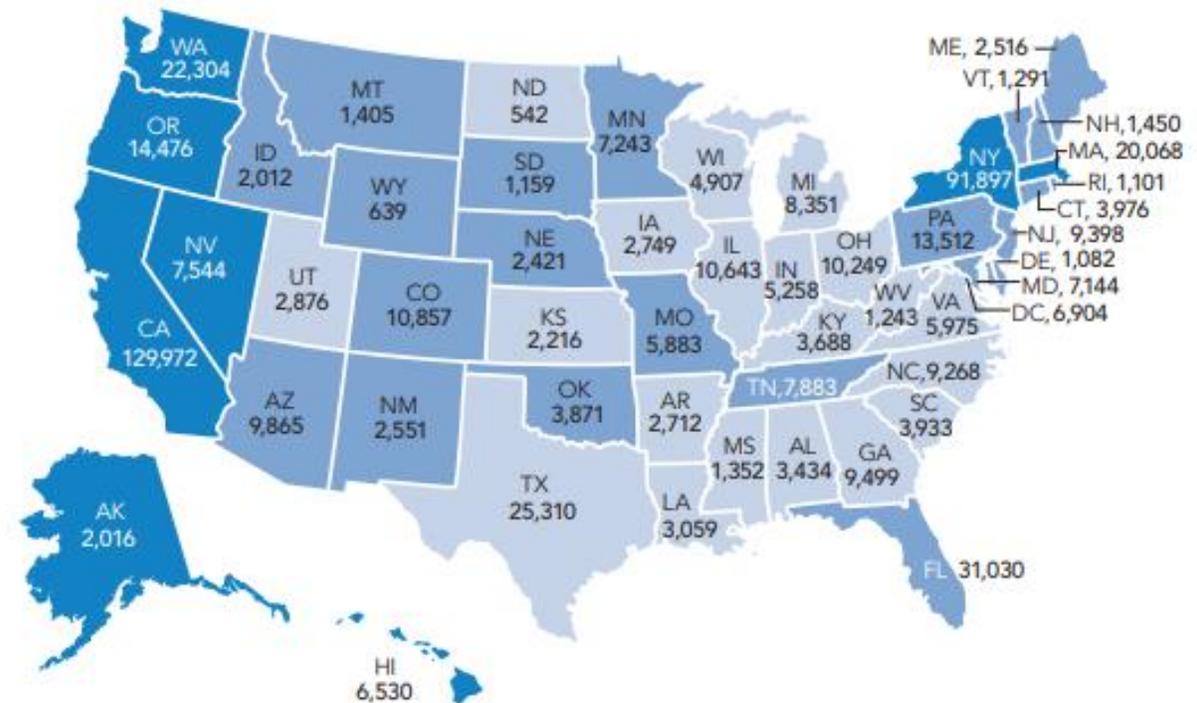


# Point in Time & Housing Inventory Count

PIT and HIC data is used by HUD and local stakeholders

In the Annual Homeless Assessment Report (AHAR) to Congress

EXHIBIT 1.6: Estimates of Homeless People  
By State, 2018

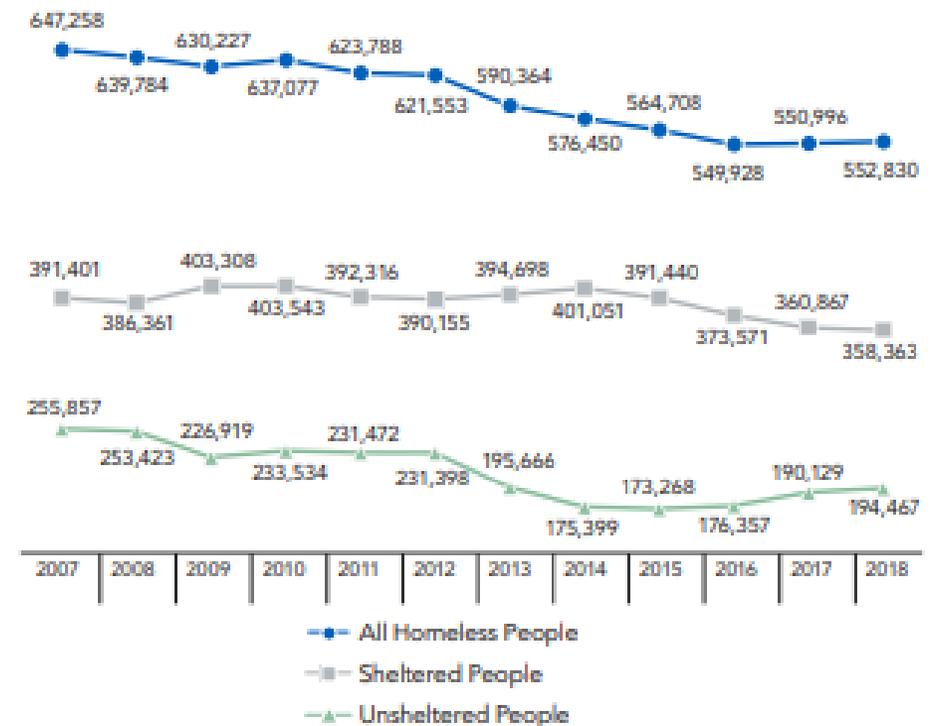


# Point in Time & Housing Inventory Count

PIT and HIC data is used (for better or worse) by HUD and local stakeholders

In the Annual Homeless Assessment Report (AHAR) to Congress

**EXHIBIT 1.1: PIT Estimates of People Experiencing Homelessness**  
By Sheltered Status, 2007–2018



# Submission steps



1. Find your reports
  - ✓ 0628 HIC Supplement for RRH and PSH
  - ✓ 0629 Housing Inventory Count and 0630 Sheltered-Unsheltered PIT report for ES and TH



2. Review your reports
3. Make corrections
  - ✓ Ask Data Center for help!
  - ✓ Tell the Data Center when corrections are done
4. Submit accurate reports



Review Your Data

# Find Your Reports

**PIT and HIC reports are run separately for each HMIS project**

Homeless Projects have different reports than Permanent Housing Projects

Project Type	0628 HIC Supplement	0629 Housing Inventory Count	0630 Sheltered-Unsheltered PIT 2019
ES & TH		✓	✓
RRH & PSH	✓		



# Find Your Reports

Good News - You don't have to run the reports this year. We will!

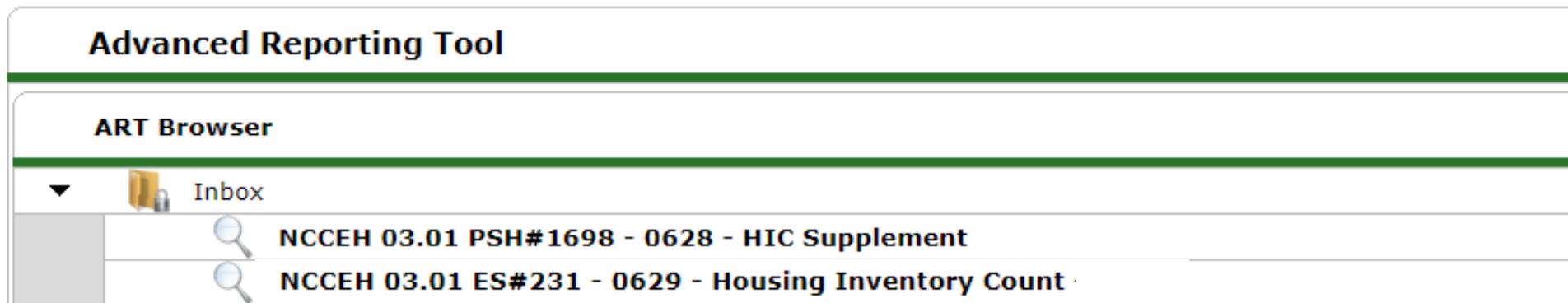
The reports for each of your projects will run in the AA's ART Inbox by Friday, March 1<sup>st</sup>

- If your agency wants the reports to be run elsewhere, please tell us know



# Review Your Reports

Look for reports labeled with NCCEH, the run date, the project type, and the project number:



The screenshot shows the 'Advanced Reporting Tool' interface. Under the 'ART Browser' section, there is an 'Inbox' folder. Two reports are listed:

- NCCEH 03.01 PSH#1698 - 0628 - HIC Supplement
- NCCEH 03.01 ES#231 - 0629 - Housing Inventory Count

Data Center  
ran this

Run  
date

Project  
Type

HMIS ID  
Number



# Review Your Reports

How do you know if your data is accurate?



Check for the correct entries and exits  
- households



Check for missing details about client  
- Demographics  
- Disabling Conditions  
- Chronic Homelessness questions  
- Client Location



Check for children alone



# Abbreviations in PIT/HIC Reports

Race includes both Primary and Secondary Race responses from the Client Profile Tab

Column	Abbreviation	Meaning
Race	B	Black or African American
Race	W	White
Race	A	Asian
Race	N	Native Hawaiian or Other Pacific Islander
Race	I	American Indian or Alaskan Native
Race	Multi	Different races selected for Primary and Secondary
Race	D	Client Doesn't Know/Client Refused
Race	M	Missing or non-HUD values



# Abbreviations in PIT/HIC Reports

Other sub-populations correspond to specific questions in the Entry Assessment

Gateway Question

Column	Abbreviation	Meaning
Disab YN	Y	Yes for Disabling Condition
Disab YN	N	No for Disabling Condition
DV	Y	Domestic Violence Survivor
DV	N	Not a Domestic Violence Survivor
DV Flee	Y	Yes for Currently Fleeing from DV
DV Flee	N	No for Currently Fleeing from DV
CH	X	Was Chronically Homeless upon entry
CH	[blank]	Was not Chronically Homeless upon entry
Fam	AC	Adults with Children Household
Fam	A	Adults (multiple) without children
Fam	Sa	Single Adult
Fam	AM or ACM	At least one Household member is missing age

Homeless History



# Review Your Reports

## 0628 – HIC Supplement

	A	B	C	D	E	F	G	H	I	J
1	Prog Type	Providers Reporting Information in this Report	Adult Child		Adult Only		Child Only		Count Client Unique Id	
2			Count Households	Count Clients	Count Households	Count Clients	Count Households	Count Clients		
3	RRH	Heading Home - Rowan County - RRH - HUD(8749)	1	2	2	2	0	0	4	
4	RRH		1	2	2	2	0	0	4	
5										
6		<b>Total ALL:</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>	
7										

Tab A - HIC Client Count | Tab B - Populations | Tab C - Subpopulations | Tab D - Client Detail

Confirm client totals for each tab



# Review Your Reports

## 0628 – HIC Supplement

Expand Columns to see all of the data

	A	B	C	D	E	F	G	H	I	J	K	L	N	O	P	R	S	T	U
1	HH Group	Client Id	Client Unique Id 4	Age	Gender	Eth	Race Abbv	Disa	HoH Relate	Year	DY	CH	EE Provider	EE Start	EE Exit	Prog Type	Move-In Date	Fa m	
2	875303	437167		22	F	Non-Hisp	B	N	Self	N	N		Heading Home - Rowan County - RRH - HUD(5749)	3/1/2017		RRH	3/3/2017	AC	
3		437168		2	F	NON-Hisp	B	N	Child	N	N		Heading Home - Rowan County - RRH - HUD(5749)	3/1/2017		RRH	3/3/2017	AC	
4	901370	458737		23	F	NON-Hisp	B	N	Self	N	Y		Heading Home - Rowan County - RRH - HUD(5749)	#####		RRH	7/7/2017	Sa	
5	918301	432533		18	F	NON-Hisp	I	Y	Self	N	N		Heading Home - Rowan County - RRH - HUD(5749)	#####		RRH	#####	Sa	
6																			
7	Filters applied to Tab D - Client Detail																		
8	No Filter on Tab D - Client Detail																		

Tab A - HIC Client Count | Tab B - Populations | Tab C - Subpopulations | **Tab D - Client Detail** | ... (+) | <



# Review Your Reports

## 0628 – HIC Supplement

Expand Columns to see all of the data

	A	B	C	D	E	F	G	H	I	J	K	L	N	O	P	R	S	T	U
1	HH Group	Client Id	Client Unique Id 4	Age	Gen	Eth	Race Abbv	Di	H/H Relate	Ye t	DY	CH	EE Provider	EE Start	EE Exit	Prog Type	Move-In Date	Fa m	
2	875303	437167		22	F	Non-Hisp	B	N	Self	N	N		Heading Home - Rowan County - RRH - HUD(5749)	3/1/2017		RRH	3/3/2017	AC	
3		437168		2	F	Non-Hisp	B	N	Child	N	N		Heading Home - Rowan County - RRH - HUD(5749)	3/1/2017		RRH	3/3/2017	AC	
4	901370	458737		23	F	NON-Hisp	B	N	Self	N	Y		Heading Home - Rowan County - RRH - HUD(5749)	6/12/2017		RRH	7/7/2017	Sa	
5	918301	432533		18	F	NON-Hisp	I	Y	Self	N	N		Heading Home - Rowan County - RRH - HUD(5749)	6/15/2017		RRH	7/28/2017	Sa	
6																			
7	Filters applied to Tab D - Client Detail																		
8	No Filter on Tab D - Client Detail																		

Tab A - HIC Client Count | Tab B - Populations | Tab C - Subpopulations | **Tab D - Client Detail** | ... (+) |



# Review Your Reports

## 0630 – Sheltered Unsheltered PIT Report

	A	B	C	D	E	F	G	H
36	Total Number of Households	0			0	0		
37	Total Number of Persons	0			0	0		
	<b>ALL HOUSEHOLDS</b>							
38								
39								
40	<b>Households without Children</b>							
41	Total Number of Households	20	0	0	0	20		
42	Total Number of Persons (Adults)	20	0	0	0	20		
43	Number of Young Adults (Age 18-24)	2	0	0	0	2		
44	Number of Adults (Over Age 24)	18	0	0	0	18		
45	Number of Persons with Missing DOB	0	0	0	0	0		
46								
47	<b>Gender</b>							
48	Female	1	0	0	0	1		
49	Male	19	0	0	0	19		
50	Transgender	0	0	0	0	0		
51	Gender Non-Conforming (i.e. not exclusively male or female)	0	0	0	0	0		
52	Client Doesn't Know / Client Refused	0	0	0	0	0		
53	Missing / Non-HUD	0	0	0	0	0		
54								
55	<b>Ethnicity</b>							

Confirm client totals for each tab



Tab A - Homeless Pop

Tab B - Veteran Households

Tab C - Youth Households

Tab D - Homele ...





# Review Your Reports

## 0629 – Housing Inventory Count

(Highlighted or red portions deserve a second look)

31	Project Information										Target Population		Start Dates		All Year-Round Beds/Units								
	32	33	Organization Name	Project Name	Geo code	Bed Type	Inventory Type	If U. beds available	Other Fe	MckY Funded	Victim Services Provide	A (Optional)	B	Inventory	HMIS	Households with Children			Households without Children		Households with ONLY Children		
																Bed Inventory	Unit Inventory	HMIS Beds	Bed Inventory	HMI \$ Beds	Bed Inventory	Unit Inventory	HMI \$ Beds
34	ES1	Heading Home Housing - Rowan County(8275)	Heading Home Housing - Rowan County - Emergency Shelter - State ESG(8276)	379135	F	C		N	Y	N		NA	1/25/2012	1/25/2012	0	0	0	24	24	0	0	0	



Look for total number of beds for each household type



# Review Your Reports

## 0629 – Housing Inventory Count

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1				<b>Total Year-Round Beds - Household without Children</b>												
2				1. Current Year-Round Emergency Shelter (ES) Beds for Households without Children												24
3				1A. Number of DV Year-Round ES Beds for Households without Children												0
4				1B. Subtotal, non-DV Year-Round ES Beds for Households without Children												24
5				2. New Year-Round ES Beds for Households without Children												0
6				3. Under Development Year-Round ES Beds for Households without Children												0
7																
8				4. Total Year Round ES HMIS Beds for Households without Children												24
9				5. HMIS Bed Coverage: ES Beds for Households without Children												100%



Coverage should always be 100% for HMIS participating projects



# Review Your Reports

## 0629 – Housing Inventory Count

User Prompt Field	Value(s) Selected
Include Operational Projects ONLY?	-blank- (Optional Prompt)
Select Provider(s):	Heading Home Housing - Rowan County - Emergency Sh
Select CoC Code(s):	None Selected
Enter Date for Current Inventory:	1/30/2019
Enter Date for Under Development Inventory:	1/31/2019

Federal Funding should have 2019 info



Providers Reporting Information in this Report	Project Type	Physical Address				HUD CoC Code			Federal Partner Program		
		Street Address	City	State	Zip Code	CoC Code	Start	End	Program	Start	End
Heading Home Housing - Rowan County - Emergency Shelter - ESG (1448)	Emergency Shelter (HUD)	1234 Hope Rd	Salisbury	NC	28502	NC-503 NC Balance of State CoC	09/04/07		HUD:ESG	10/01/15	09/30/16
						NC-503 NC Balance of State CoC	09/04/07		HUD:ESG	10/01/16	09/30/17
						NC-503 NC Balance of State CoC	09/04/07		HUD:ESG	01/01/18	12/31/18

Is the Address right?



# Review Your Reports

If the inventory isn't correct, what do you do?

Contact the Data Center! We'll make the changes in HMIS:

When did the change occur?

What is the new total number of beds and units

Are they dedicated to one type of household? How are they divided between HUD's household types?

Are they dedicated to Veterans, Youth, or Chronically Homeless clients?



# Make Corrections: Entries & Exits

Clients who were not staying at/being served by your project

(11) Evans, James, Jr.  
Release of Information: None

-Switch to Another Household Member- Submit

Client Information Service Transactions

Summary Client Profile Households ROI **Entry / Exit** Case Managers Case Plans Assessments

Reminder: Household members must be established on Households tab before creating Entry / Exits

	Program	Type		Project Start Date	Exit Date	Interims	Follow Ups	Client Count	
	Heading Home - Rowan County - Emergency Shelter - State ESG (7389)	HUD		07/18/2018					
	Heading Home - Rowan County - Emergency Shelter - State ESG (7389)	HUD		07/18/2018	12/20/2018				

Add Entry / Exit

Showing 1-2 of 2

Remove Duplicate Entries



# Make Corrections: Entries & Exits

Exit clients who were not staying at/being served by your project

**Client Information** | **Service Transactions**

Summary | Client Profile | Households | ROI | **Entry / Exit** | Case Managers | Case Plans | Assessments

**i** Reminder: Household members must be established on Households tab before creating Entry / Exits

**Entry / Exit**

	Program	Type		Project Start Date	Exit Date	Interims	Follow Ups	Client Count	
	Heading Home - Rowan County - Rapid Re-Housing - State ESG (7390)	HUD		12/05/2018					
	Heading Home - Rowan County - Emergency Shelter - State ESG (7389)	HUD		07/18/2018					

Showing 1-2 of 2

Exit clients accurately



Utilization

# Make Corrections: Utilization Rates

1 client



1 bed



$1 \div 1 = 100\%$  Utilization

4 clients



2 beds



$4 \div 2 = 200\%$  Utilization



The percentage of Beds occupied on a given night must fall between 65% -105%



# Does this make sense?



$$2 \div 4 = \mathbf{50\% \text{ Utilization}}$$



The percentage of Beds occupied on a given night must fall between 65% -105%

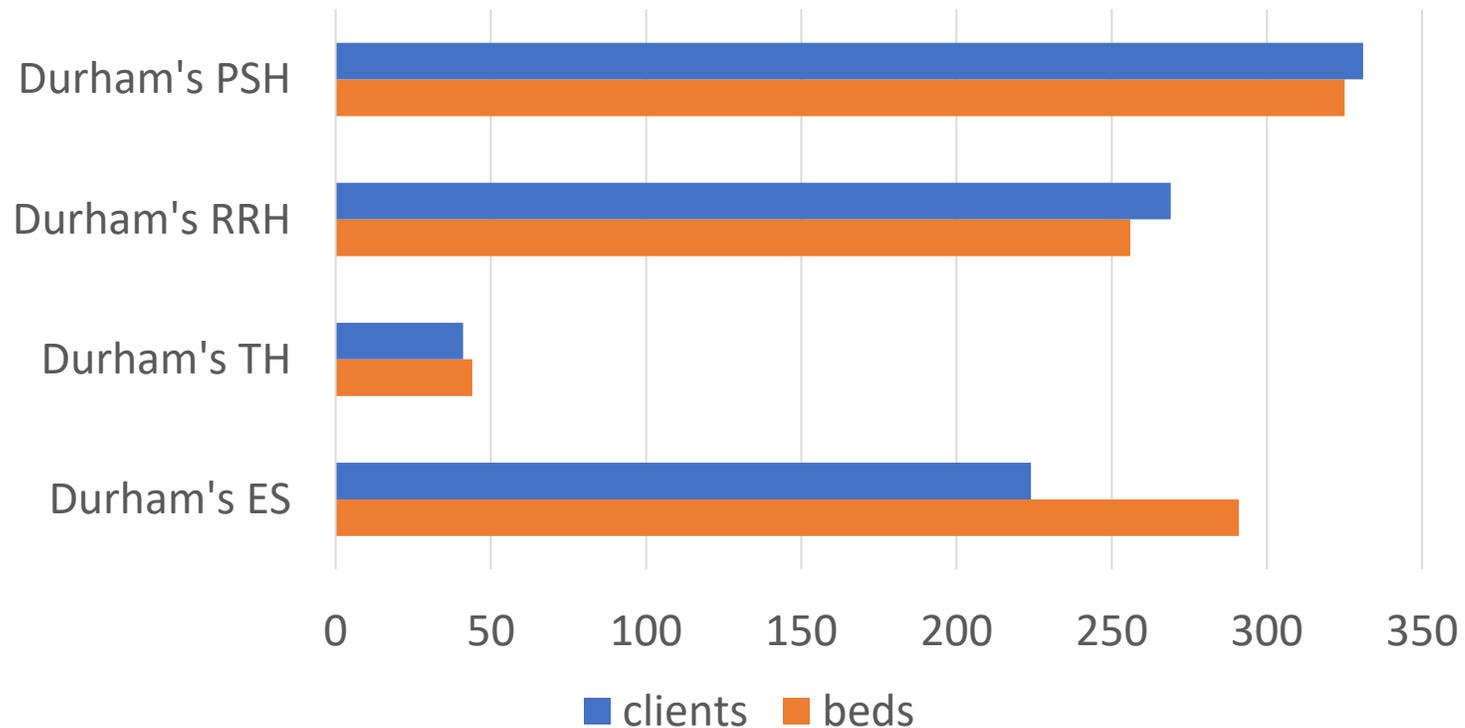


Make Corrections

# Make Corrections: Utilization Rates

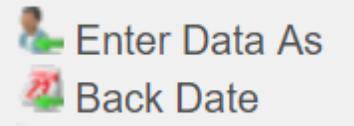
Who slept in emergency shelter and transitional housing on PIT night?

DRAFT



# Make Corrections: Missing data

Always, always check your **Enter Data As** and **Backdate** modes  
Demographics don't change, so backdate will be the client's start date



# Make Corrections: Child Alone

Children under 18 rarely enter projects alone. Check for extra Entries:

(11) Evans, James, Jr.  
Release of Information: **None**      -Switch to Another Household Member- ▾      Submit

**Client Information**      Service Transactions

Summary   Client Profile   Households   ROI   **Entry / Exit**   Case Managers   Case Plans   Assessments

**i** Reminder: Household members must be established on Households tab before creating Entry / Exits

**Entry / Exit**

	Program	Type		Project Start Date	Exit Date	Interims	Follow Ups	Client Count	
	Heading Home - Rowan County - Emergency Shelter - State ESG (7389)	HUD		07/18/2018					
	Heading Home - Rowan County - Emergency Shelter - State ESG (7389)	HUD		07/18/2018					

Add Entry / Exit      Showing 1-2 of 2

Remove Duplicate Entry



# Make Corrections: Child Alone

If the correct entry is not in the child's Entry/Exit Tab, use the [Households Guide](#) to correct

## ClientPoint Entries and Exits with households

---

Now that you have created your household, every time you enroll or exit (or provide a service) for your client you will see the "Household Members" section. It will list your household members, each with a check box by their name:

### Household Members

---

 To include Household members for this Entry / Exit, click the box beside each name. Only members from the SAME Household may be selected.

(9) Single Parent

- (103) Billy, Bobby
- (104) Billy, Betty
- (105) Billy, Brandy



# Make Corrections: Missing data

## Client Demographics

**Client Information** | Service Transactions

Summary | **Client Profile** | Households | ROI | Entry / Exit | Case Managers | Case Plans | Assessments

---

**Client Record** Issue ID Card

Name	Evans, James, Jr.
Name Data Quality	Full Name Reported
Alias	J.J.
Social Security	***-**-5555
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	No (HUD)
Age	

  
Change Clear

---

**Client Demographics** 🔒

Date of Birth	
Date of Birth Type	
Gender	

How to Update Vet Status?



# Make Corrections: Missing data

## Client Demographics

Click the pencil

**Client Information** | Service Transactions

Summary | **Client Profile** | Households | ROI | Entry / Exit | Case Managers | Case Plans | Assessments

---

 **Client Record** Issue ID Card

Name	Evans, James, Jr.
Name Data Quality	Full Name Reported
Alias	J.J.
Social Security	***-**-5555
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	No (HUD)
Age	

  
Change Clear

---

 **Client Demographics** 🔒

Date of Birth	
Date of Birth Type	
Gender	



# Make Corrections: Missing data

## Client Demographics

**Client Record**

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

**Client Record**

Name	First James	Middle	Last Evans	Suffix Jr.
Name Data Quality	Full Name Reported			
Alias	J.J.			
Social Security	... - .. - 5555			
SSN Data Quality	Full SSN Reported (HUD)			
U.S. Military Veteran?	No (HUD)			

Save Cancel

Change the dropdown as needed



# Make Corrections

Once corrections are done, contact the Data Center so we can re-run the reports for you!



# Submit Your Reports

Once your reports are accurate, formally submit them to the Data Center as final confirmation

[Durham PIT & HIC Submission Link](#)



# Submit Your Reports



## Durham 2018 PIT & HIC

Please complete this form to submit final 2019 PIT & HIC data. At the bottom of this form, you will need to attach the HMIS reports required for your project type.

Emergency Shelter and Transitional Housing:

1. 0630 Sheltered-Unsheltered PIT
2. 0629 Housing Inventory Count

Permanent Supportive Housing and Rapid Re-Housing

1. 0628 HIC Supplement

You must complete this form for each project/program at your agency. All data should be submitted using this form by 3/22/2018.

The NCCEH Data Center is here to help you!

Please contact our Help Desk at 919-410-6997 or [hmis@ncceh.org](mailto:hmis@ncceh.org) if you have any questions or need additional assistance.

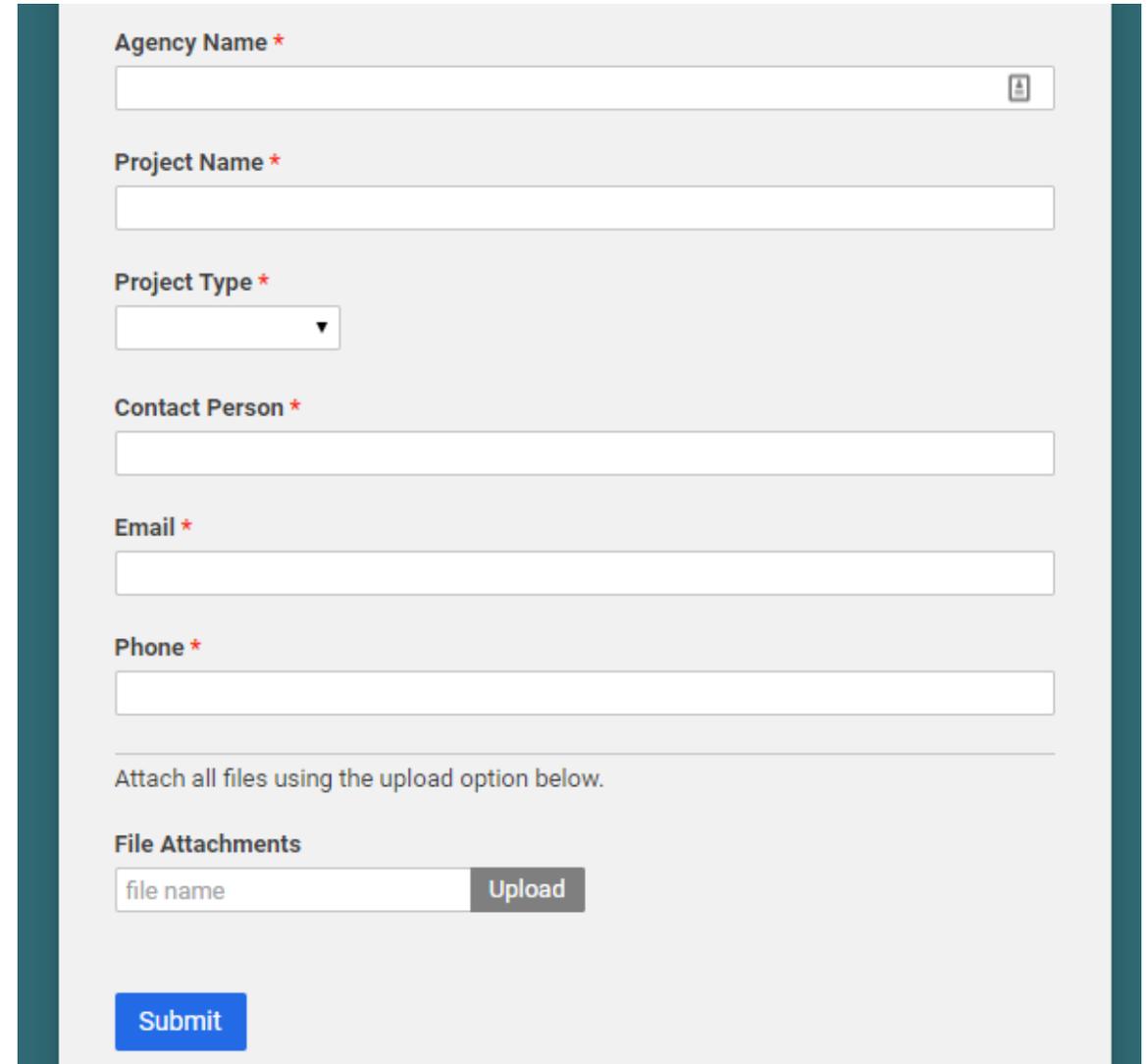


# Submit Your Reports

Submit one form per HMIS project

Contact Person should be an HMIS User the Data Center can follow-up with

Attach both reports as File Attachments



The screenshot shows a web form with the following fields and elements:

- Agency Name \***: A text input field with a small icon on the right.
- Project Name \***: A text input field.
- Project Type \***: A dropdown menu.
- Contact Person \***: A text input field.
- Email \***: A text input field.
- Phone \***: A text input field.
- File Attachments**: A section with the instruction "Attach all files using the upload option below." It contains a text input field labeled "file name" and a dark grey "Upload" button.
- Submit**: A blue button at the bottom of the form.



A small, light blue map of North Carolina is positioned to the left of the text. The map shows the state's outline with a darker blue square highlighting a specific region in the western part of the state.

# HMIS@NCCEH Launch

# HMIS@NCCEH Launch Update

## **Launch Date?**

No, not yet.

## **How to prepare?**

Keep collecting and entering data! Keep an eye out for new agreements to be sent via DocuSign emails

## **What is NCCEH doing?**

Reviewing the demo site (the test run of the NC HMIS copy) for Quality Assurance. Many previous issues corrected, some new issues found.



# Report Updates

# Longitudinal System Analysis (LSA) Updates

Final deadline for review and corrections has been delayed (previously January 31<sup>st</sup>) due to the federal government shutdown.

New deadline has not been announced

Waiting for report updates and feedback before sharing data

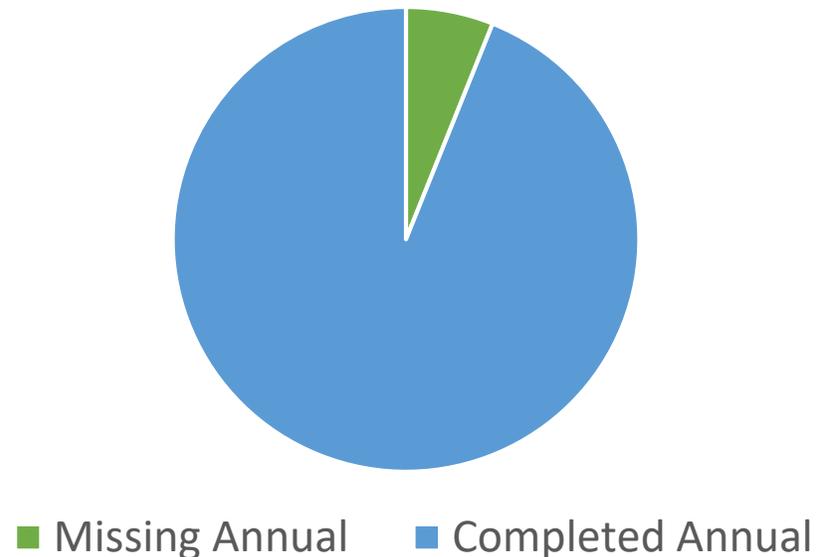


Annuals & ROIs

# Missing Annuals

Annual Assessments are required for every client on the Head of Household's anniversary

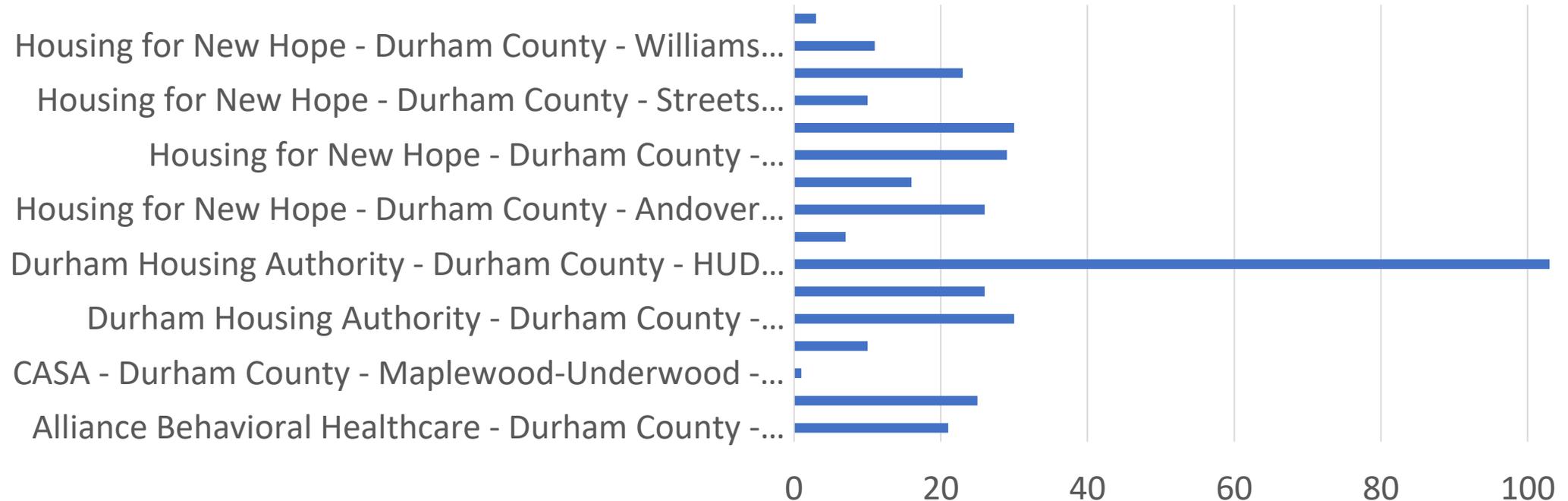
# of Annuals (within +/- 2 months)

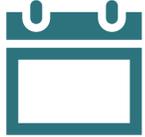


# Missing ROIs

New 1 year ROIs must be added each year a client is enrolled along with an Annual Privacy conversation

Total Count of Clients Missing ROIs



 What's Next?

# What's Next Calendar

Date	Report Name
January 23 <sup>th</sup>	Durham Point in Time (PIT) Count
March 1 <sup>st</sup>	PIT and HIC Reports in ART Inbox
<b>March 22<sup>nd</sup></b>	<b>PIT and HIC Reports Submission Deadline</b>
March 28 <sup>th</sup>	March Durham HMIS Users Meeting
April	HUD PIT Count and Housing Inventory Count (HIC) deadline
May 21 <sup>st</sup> – May 22 <sup>nd</sup>	Save the Date for NC's <a href="#">Bringing It Home Conference</a>
May	HUD System Performance Measures (SPM) deadline



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

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

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

helpdesk for local support



**NC COALITION** to  
end  
**HOMELESSNESS**