Durham HMIS User's Meeting
April 2018

The Data Center at NCCEH

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Welcome

1. Introductions
2. Disabling Condition
3. System Performance Measures (SPM)
4. SPM Data Quality
5. Mediware updates
6. Discussion
7. Reminders
8. Q&A

Collecting + Entering Disability Data

Improving NC HMIS Data Entry

We have to get disability data right in HMIS!

Learn about the people in our system
What does our homeless population look like?
What types of disabilities do they have?
Helps identify chronically homeless clients

Improve our system to better serve clients
Connect eligible clients to disability benefits
What types of programs and/or services do they need?
Are these programs/services available in our community?

Report out about our system
Federal, State, Local, Agency

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What is a disabling condition?

1. A physical, mental, emotional impairment, including an impairment caused by alcohol or drug abuse, PTSD, brain injury or chronic health issue that:

Is expected to be of long and indefinite duration, and

Substantially limits the client's ability to live on their own

2. A developmental disability

3. AIDS or HIV

This is important!

Disabling Condition has 3 criteria

HUD: If a client meets at least 1 of the 3 criteria, then YES, the client has a disabling condition

What does HUD want to know about disability?

1. Does the client have a disabling condition?
2. What type of disabling condition does the client have?
   a. Is the condition expected to be of long-continued and indefinite duration?
   b. Does the condition substantially impair the client's ability to live independently?

Note- Only projects that receive funding with eligibility criteria that require documentation of the disabling condition should require documentation.

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What is documentation+ what counts?

Documentation = Evidence of disability

Source	Evidence needed
Licensed professional	Written document to verify disability and certify that the disability is expected to be long-continuing or of indefinite duration and substantially impedes the individual's ability to live independently; Professional must be licensed by state of NC to diagnose and treat the disability
Social Security Administration	Written verification of disability or the receipt of a disability check (SSDI)
VA (or other federal agency)	Receipt of a disability check
HUD	Other approved documentation
Intake staff	Written observation of disability that, no later than 45 days of the application for assistance is confirmed and accompanied by evidence (as listed above)

Note- Only projects that receive funding with eligibility criteria that require documentation of the disabling condition should require documentation.

Before we go further, let's check in

Do you have any questions?

Review Questions
Why is HMIS disability data important?

Can you define disabling condition?

How many criteria does a client need to meet to be identified as having a disabling condition?
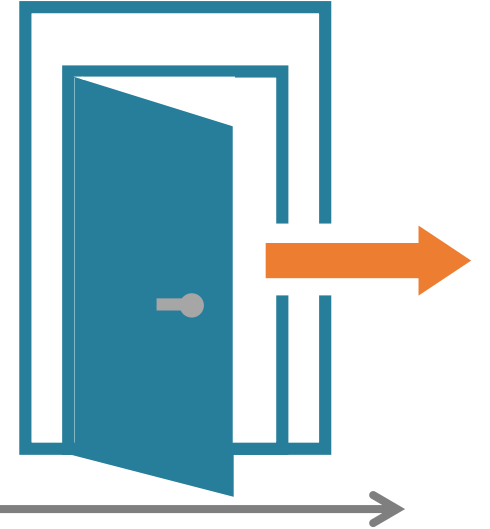
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Disability Data in NC HMIS

Disability data is entered in 3 places
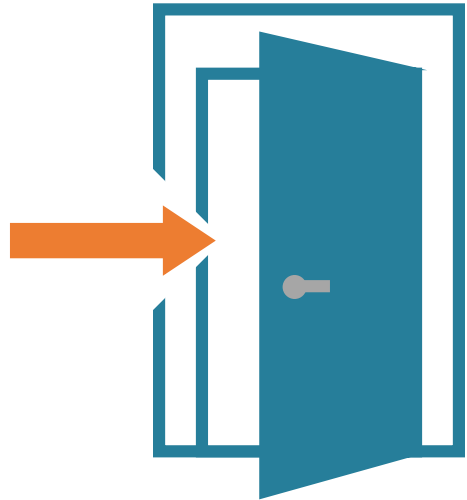
Project Entry

Interim
Update
Annual Assessment

Project Exit

Disability questions in HMIS- 2 parts

Part 1-

A general question

Does the client have a disabling condition?

-Select- ▼

Part 2-

The disability sub-assessment

🔍 **Disabilities**   **HUD Verification** ⚠️

Disability Type *	Disability determination *	Start Date *	End Date
Add			

Part 1 is called the Gateway Question

Does the client have a disabling condition?

-Select-

Responses:
Yes
No
Client doesn't know
Client refused
Data not collected

The sub-assessment collects detailed disability data

Disabilities

Disability Type *	-Select- ▼	G
Disability determination *	-Select- ▼	G
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	-Select- ▼	G
Start Date *	04 / 14 / 2018	G

This is where things get a bit weird...

Remember our criteria for disabling condition?

In order to collect the most accurate data for Part 1

Does the client have a disabling condition?	-Select-

We need to ask the criteria questions in Part 2

Disabilities

Disability Type *	-Select-	G
Disability determination *	-Select-	G
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	-Select-	G

When to answer "Yes"

Only answer yes here if: ——————▶

Does the client have a disabling condition?   -Select- ▾

The client's disability type fits within HUD's disabling condition definition ——————▶

Disability Type *   -Select-

Disability determination *   -Select- ▾

The client answers **yes** here (unless disability type is Developmental or HIV/AIDS) ——————▶

If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently   -Select- ▾

Working with Clients

Collecting disability data in 4 steps!

1 Discuss disability definition with the client (3 criteria)

2 Work with the client to determine if they meet disability criteria

3 Ask if the disability has been documented or can be verified

4 Ask the client if they are currently receiving services or treatment for the disability

Prep for sensitive questions

Defining disabling condition

A disabling condition is an impairment, brain injury, or chronic health condition that is expected to last indefinitely and substantially limit a person's ability to live on their own.

Explaining disability type

When it comes to disabling conditions, we view them in these categories: Physical, Chronic Health Condition, HIV/AIDS, Developmental, Alcohol Abuse, Drug Abuse, Both Alcohol and Drug Abuse, and Mental Health Problem.

Gather information about disability type
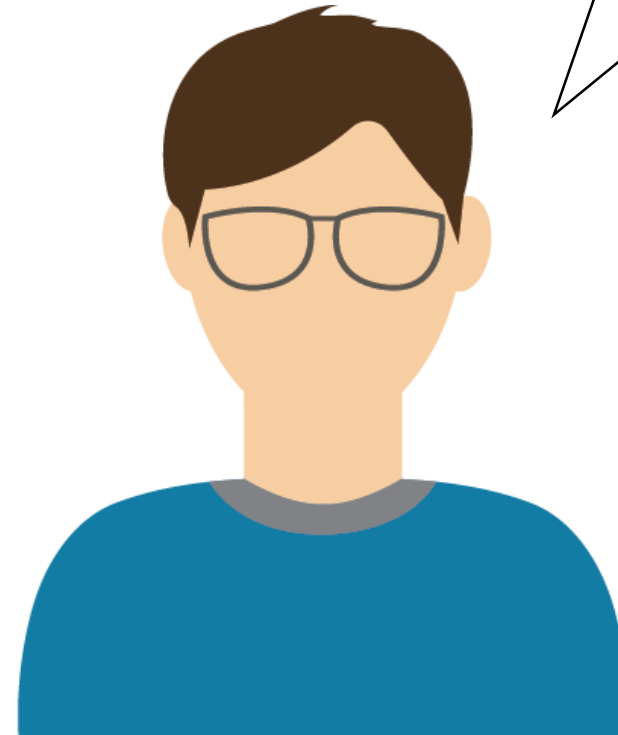
Ask related criteria questions

Request documentation of disability
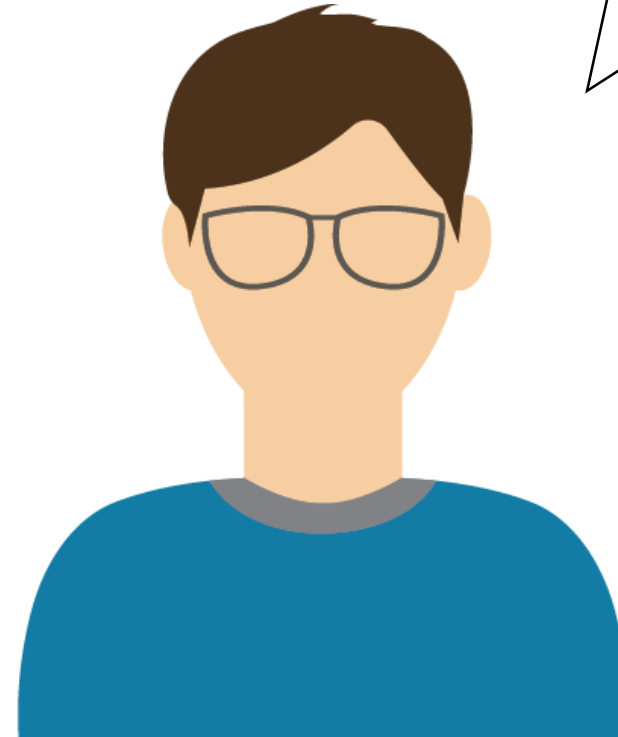
Ask about treatment or services
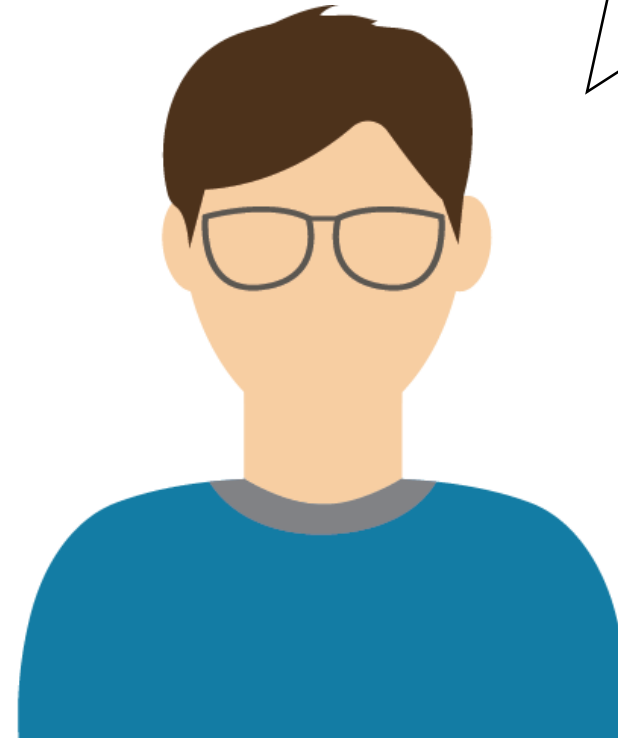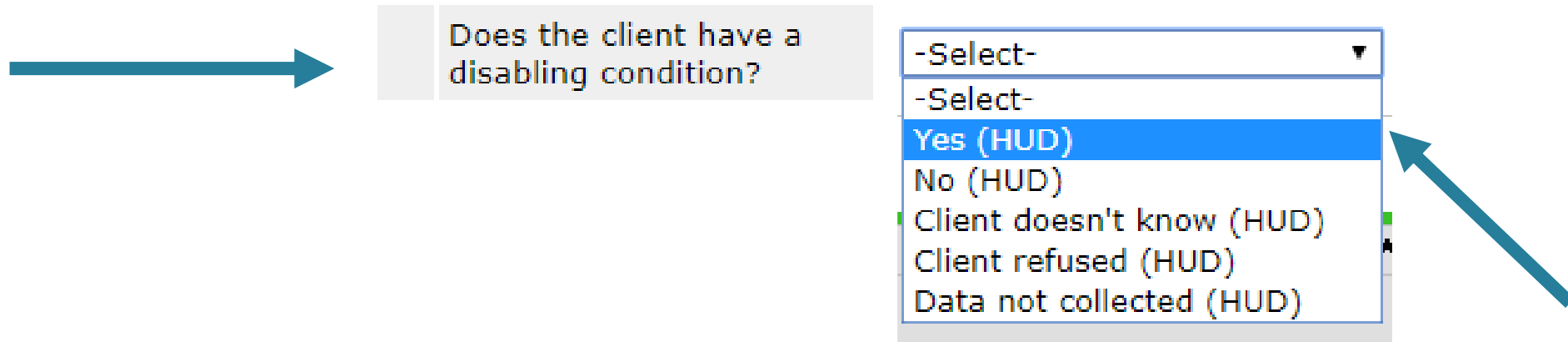
What did we learn from the client?

Question	Response
Disability Type	Mental Health Problem
Expected to be of long duration and indefinite and substantially impair ability to live independently?	YES
Does the client have a disabling condition?	YES (based on the responses above)
Documentation of disability and severity on file?	NO (separate from disability determination)
Currently receiving services of treatment?	YES

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HMIS Disability Data Entry

Based on scenario from previous section

Indicate client has a disability in HMIS

Does the client have a disabling condition?

-Select-

-Select-
Yes (HUD)
No (HUD)
Client doesn't know (HUD)
Client refused (HUD)
Data not collected (HUD)

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Select type of disability in HMIS

1

Disabilities			HUD Verification ⚠
Disability Type *	Disability determination *	Start Date *	End Date
Add			

Disability Type *	-Select- ▼

-Select-
Physical (HUD)
Chronic Health Condition (HUD)
HIV/AIDS (HUD)
Developmental (HUD)
Alcohol Abuse (HUD)
Drug Abuse (HUD)
Both Alcohol and Drug Abuse (HUD)
Mental Health Problem (HUD)

Enter Start Date = Date information collected

Start Date *   08 / 18 / 2017
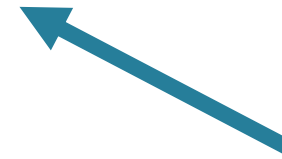
If we collected the info today, we should set the start date to today's date

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Enter disability determination in HMIS

Disability determination ★	
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	

-Select- ▼ **G**

-Select-
Yes (HUD)
No (HUD)
Client doesn't know (HUD)
Client refused (HUD)
Data not collected (HUD)

G
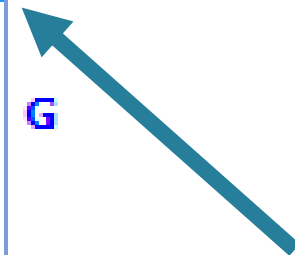
If the client has this disability type, set this to "**Yes**"

The answer here should match response to the gateway question

Save the disability data in HMIS
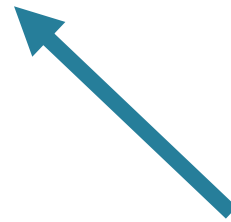
Click this button if client has more than one disability

HUD Verification

HUD verification matters
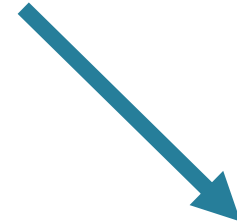
Does the client have a disabling condition?

Yes (HUD) ▼ **G**

🔍 **Disabilities**   **HUD Verification** ⚠

		Disability Type *	Disability determination *	Start Date *	End Date
✏	🗑	Mental Health Problem (HUD)	Yes (HUD)	04/14/2018	04/14/2019

| Add | | **Showing 1-1 of 1** |

HUD Verification Alerters- green is good

Alerter	HUD Verification Status
HUD Verification ⚠	Incomplete
HUD Verification ✅	Complete

Complete HUD Verification (determination=yes)

We were able to determine that our client had a disabling mental health problem

Disability Type	Disability determination					
	Yes (HUD)	No (HUD)	Client doesn't know (HUD)	Client refused (HUD)	Data not collected (HUD)	Incomplete
Physical (HUD)	○	⦿	○	○	○	○
Chronic Health Condition (HUD)	○	⦿	○	○	○	○
HIV/AIDS (HUD)	○	⦿	○	○	○	○
Developmental (HUD)	○	⦿	○	○	○	○
Alcohol Abuse (HUD)	○	⦿	○	○	○	○
Drug Abuse (HUD)	○	⦿	○	○	○	○
Both Alcohol and Drug Abuse (HUD)	○	⦿	○	○	○	○
Mental Health Problem (HUD)	⦿	○	○	○	○	○

Already filled in

Disability Data quality

Two of the most common errors

Potential disability data entry errors- Missing

Selecting "Yes" to indicate a client has a disability but no disabilities are entered

Potential disability data entry errors- Conflict

Selecting "No" to indicate that a client does not have a disability but adding a disability type in the sub-assessment

Locate these errors using the 0640 report

The 0640 HUD Data Quality Framework is located in ART

Q3. Universal Data Elements		
Data Element	**Error Count**	**% of Error Rate**
Veteran Status (3.7)	0	0.00%
Project Entry Date (3.10)	1	0.23%
Relationship to Head of Household (3.15)	7	1.62%
Client Location (3.16)	2	0.65%
Disabling Condition (3.8)	8	1.86%
Destination (3.12)	88	36.67%

Missing and inconsistent data will be aggregated here. Another tab will detail who these clients are

Or locate these errors using the CoC-APR and ESG-CAPER reports

Dashboard reports can be found in the "Reports" menu on the left hand side

6a - Data Quality: Personally Identifiable Information

Data Element	Client Doesn't Know/Client Refused	Information Missing	Data Issues	% of Error Rate
Name (3.1)	0	0	0	0%
SSN (3.2)	13	5	7	11%
Date of Birth (3.3)	0	2	0	1%
Race (3.4)	0	4		2%
Ethnicity (3.5)	0	2		1%
Gender (3.6)	0	2		1%
Overall Score				**12%**

6b - Data Quality: Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	2	1%
Project Start Date (3.10)	0	0%
Relationship to Head of Household (3.15)	2	1%
Client Location (3.16)	0	0%
Disabling Condition (3.8)	2	1%

Missing and inconsistent data will be aggregated here. Another tab will detail who these clients are

System Level Performance

Homelessness should be:

Rare

Prevent or divert new episodes of homelessness
Access resources without a shelter stay

Brief

Reduce length of time while homeless
Reduce program length of stays
Increase exits to permanent housing

Non-recurring

Reduce returns to homelessness
Focus on housing stability
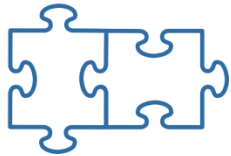Create access to resources without another shelter stay

Herb Swanson/Reuters

7 measures to gauge impact

Help communities view their progress community towards preventing and ending homelessness

The measures are interrelated and provide a more complete picture of system performance
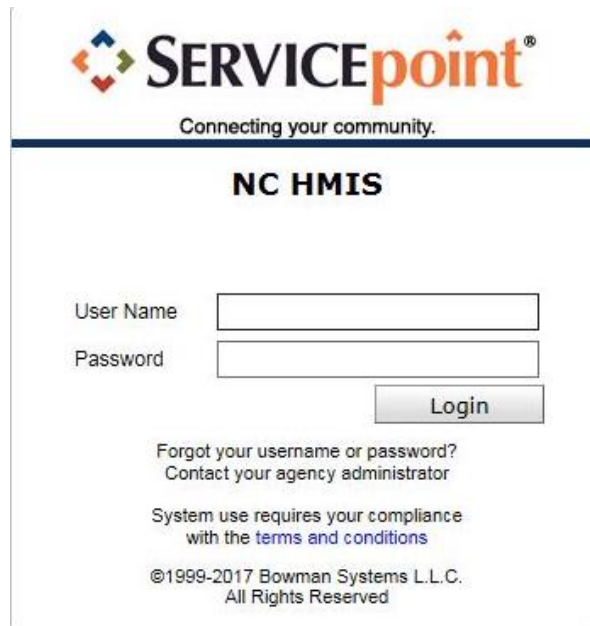
Identify areas for improvement, needs, gaps

Measure and improve data quality for greater confidence

SPM data is pulled from 2 places

HMIS

Housing Inventory Count (HIC)

What HMIS client data is included?

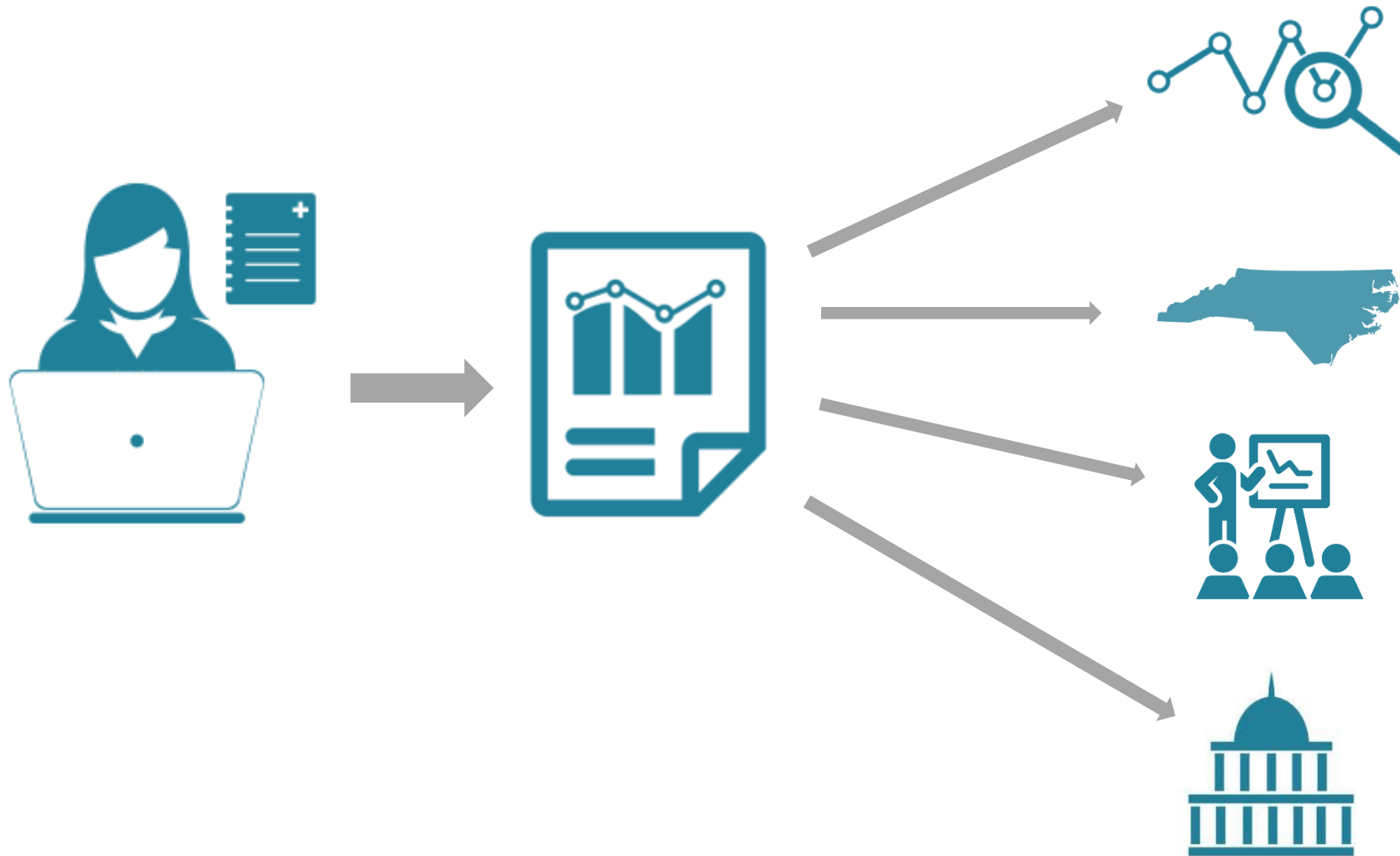October 1, 2014 to September 30, 2017 (36 months)

Any person who entered SO, ES, SH, TH, RRH and/or PSH during the reporting period

Data are reported for individuals and person in families

SPM data quality

Your HMIS data matters!

Important data elements for SPM

Entry Date

Date of Birth

Relationship to Head of Household

Client Location

Prior Residence

Length of stay in previous place

Approximate start date of homelessness

Number of times homeless in past 3 years

Number of months homeless in past 3 years

Income

Housing Move-in Date

Annual Assessment Date

Exit Date

Exit Destination

Data quality impacts the SPMs

Coverage
Include as many homeless service providers in the community in HMIS as possible

65%

Utilization
Bed utilization rates must be between 65% to 105%

Data Quality
Data entry is timely
Low rate of missing data
Data reflects what is accurate
Discrepancies have been identified and addressed

Data **must** be cleaned prior to submission

The next slides will show the most common red flags and how to resolve them in ServicePoint

- Missing Data
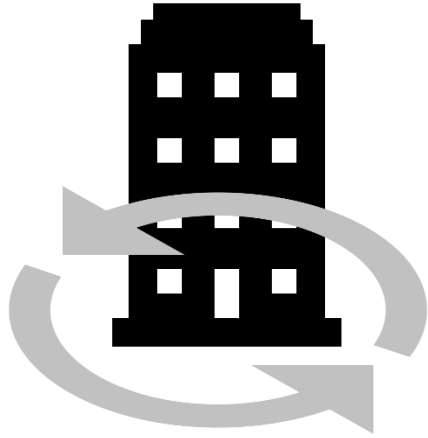- Incomplete or Conflicting Sub-assessments
- Unexited Clients

Missing data

Error information	UDEs were not pulled into HMIS report at client entry, interim and/or exit
How do I find this error?	Run the 0640 Data Quality Framework report in ART - Review the client detail tab Run the APR or CAPER report on Dashboard - Review the error counts

Missing data

How do I fix this error?	Review client file for information
	If information is in file, enter into HMIS using EDA and Backdate mode
	⚠️ Remember: Missing data is ALWAYS better than inaccurate data

📞 Call the Data Center for SSN entry
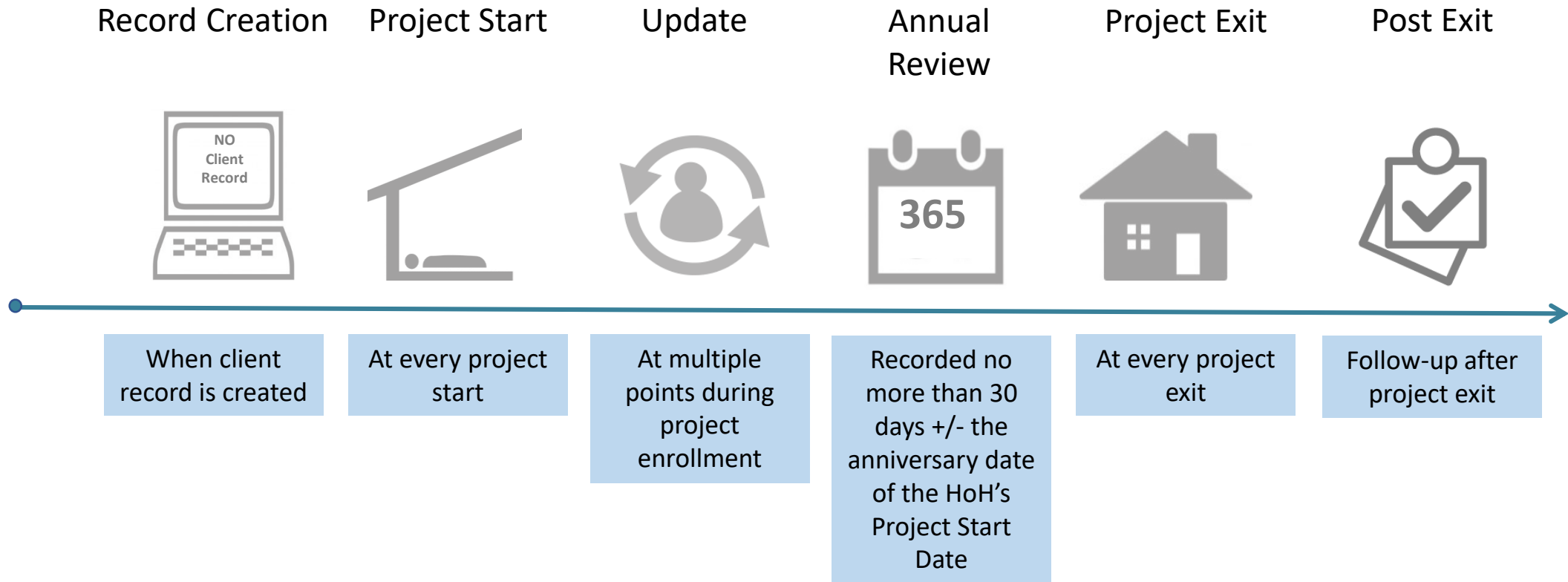
Incomplete or Conflicting Sub-assessments

Error information	Incomplete HUD verification on disability, income, benefits and/or health insurance sub assessments
How do I find this error?	Run the 0252 Data Completeness Report Card EE in ART - Review the client detail tab Run the APR or CAPER report on Dashboard - Review the error counts
How do I fix this error?	Review client file for documents verifying disability, income, benefits and/or health insurance ⚠️ Remember: Missing data is ALWAYS better than inaccurate data

Update and annual Assessment

PART II: SUB-ASSESSMENTS

HMIS Data Collection Stages

Record Creation | **Project Start** | **Update** | **Annual Review** | **Project Exit** | **Post Exit**

| When client record is created | At every project start | At multiple points during project enrollment | Recorded no more than 30 days +/- the anniversary date of the HoH's Project Start Date | At every project exit | Follow-up after project exit |

*All Permanent Housing projects must record Move-in dates as an Interim Review – Update

How to Change Sub-assessments

Disability, Health Insurance, Income and Non-Cash Benefits can be changed in

- Interim Updates
- Interim Annual Assessments
- Exit Assessments
- Post-Exit Follow-ups

How to Change Sub-assessments Reference Table

Previous Response	Change or Edit at Update	Action (always check EDA and Backdate
Gateway = No	Gateway = Yes	Change dropdown to Yes
Gateway = Yes	Gateway = No	Change dropdown to No
Type/Source = No	Type/Source = Yes	Do not edit previous Type/Source. Add new Type/Source as of the Update
Type/Source = Yes	Type/Source = Yes	Edit previous Type/Source and set end-date for day before the Update. Then Add new Type/Source as of the Update
Type/Source = Yes	Type/Source = No	Edit previous Type/Source and set end-date for day before the Update. Then use HUD Verification to set Type/Source to No
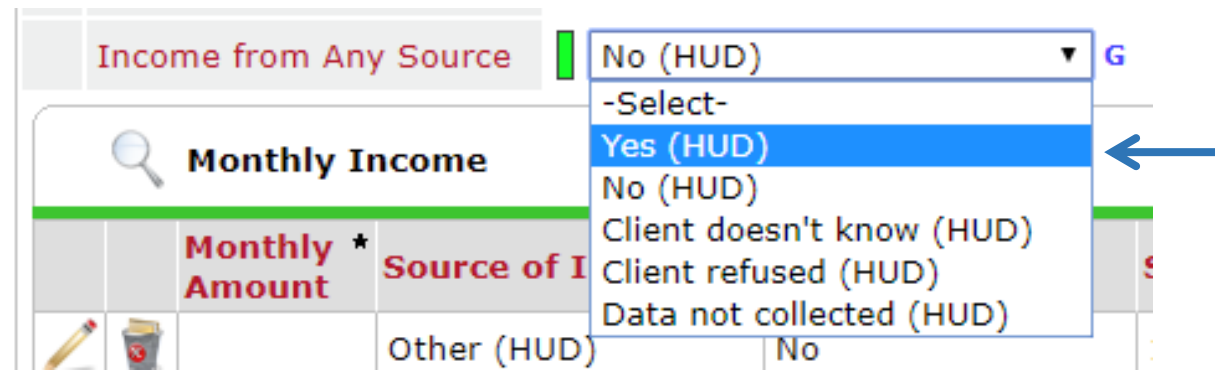
How to Change Sub-assessments

Example A
Wilson Smith has no income at project start Oct 31st, but has $734 SSI income at your meeting on Nov 10th.

Steps to Update
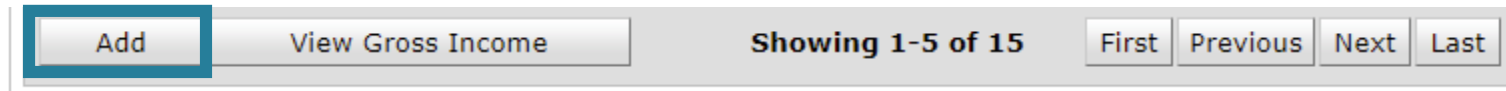
1. Use Enter Data As for the right project and Backdate to 11/10/17
2. Go to Wilson's Entry/Exit tab and Add an Interim Update
3. Update the Gateway question to Yes

How to Change Sub-assessments

4. Click Add for a new SSI response

5. Complete Income Source information

How to Change Sub-assessments

6. Now check that the Gateway, Sources and HUD Verification all align and are correct

How to Change Sub-assessments

Example B

John Smith is receiving $734 SSI income at project start Oct 31st, but his SSI income has increased to $786 at your meeting on Nov 10th.

Steps to Update

1. Use Enter Data As for the right project and Backdate to 11/10/17
2. Go to John's Entry/Exit tab and Add an Interim Update
3. Find the SSI Income Source and click the pencil icon to edit

✏	🗑		Child Support (HUD)	No	10/31/2017	
✏	🗑		Alimony or Other Spousal Support (HUD)	No	10/31/2017	Click Next if the type/source is
→ ✏	🗑	US$734.00	SSI (HUD)	Yes	10/31/2017	not on page one

| Add | View Gross Income | **Showing 11-15 of 15** | First | Previous | Next | Last |

How to Change Sub-assessments

4. Set the end-date to the day before the Backdate mode, Nov 9th

5.

How to Change Sub-assessments

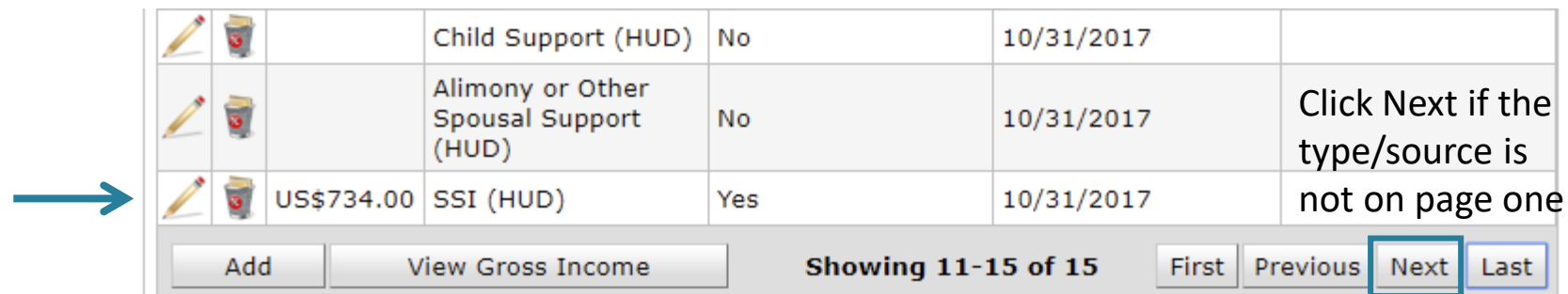6.   Complete Income Source information

How to Change Sub-assessments

7. Now check that the Gateway, Sources and HUD Verification all align and are correct

ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS

| Total monthly income | | G |
| Income from Any Source | Yes (HUD) ▼ | G |

Monthly Income   HUD Verification ✓

		Monthly * Amount	Source of Income *	Receiving Income Source?	Start Date *	End Date
✏	🗑	US$786.00	SSI (HUD)	Yes	11/10/2017	
✏	🗑		Other (HUD)	No	10/31/2017	
✏	🗑		Worker's Compensation (HUD)	No	10/31/2017	
✏	🗑		VA Non-Service Connected Disability Pension (HUD)	No	10/31/2017	
✏	🗑		VA Service Connected Disability Compensation (HUD)	No	10/31/2017	

| Add | View Gross Income | Showing 1-5 of 16 | First | Previous | Next | Last |

Unexited clients

Error information	Missing project exit date for clients no longer receiving services
How do I find this error?	Run the 0216 Unexited Clients Exceeding Max Length of Stay report Run the APR or CAPER - Review Question 22 Length of Participation (in days)

Unexited clients

| **How do I fix this error?** | Review client file, consult with other staff to get information about date of client exit

Exit client from project using Enter Data As and Backdate mode |
|---|---|
| | |

Overlap in different projects

Overlapping start dates

- Among different projects

	Program	Type		Entry Date		Exit Date
🗑	Wisteria Way Housing- Lee County -TH (5551)	HUD	✏	08/04/2017	✏	08/07/2017
🗑	Heading Home Housing - Rowan County - Emergency Shelter - State ESG (7124)	HUD	✏	08/01/2017	✏	08/06/2017

Add Entry / Exit   **Showing 1-2 of 2**

Where can I find the 0640 Report?

Public Folder
- #AHAR Tools
- #APR Supports
- #Coordinated Care Reports
- #Data Quality Reports
- #Demographics Reports
- #HUD Project (Supplemental) Reports
- #Outcome Reports
- #System Administrator Reports
- #Youth Reports
- 1-Reports for end users

ART Gallery Reports and Resources
- ART Gallery Report Manuals
- ART Gallery Reports
  - 0629 - Housing Inventory Count - v16
  - 0630 - Sheltered-Unsheltered PIT 2018 - v21
  - 0631 - HUD CoC APR Detail - v24 (Retired 2017.10.13)
  - 0635 - NOFA CoC Application Section 2D - v12
  - 0640 - HUD Data Quality Report Framework - v6
  - 0650.00 - Salvation Army National Statistical System Report (NSS) - v10
  - 0700 - Length of Time Persons Homeless-Metric 1 - v4
  - 0700.1b - Length of Time Persons Homeless-Metric 1 - v4
  - 0701 - Exits to Permanent Housing with Return to Homelessness, Metric 2 - v5

Schedule the 0640 Report

0640 Report Prompts

ART Report

Prompts

Fill out each of the prompts below *

Select Provider(s):	→ Select your specific project(s)
Select Provider CoC Code(s):	→ Leave blank
Select Reporting Group Name:	→ Leave blank
EDA Provider	→ Select your specific project or leave as default
Enter effective date	→ Enter your End date + 1
Enter Start Date:	→ Enter your Start date
Enter End Date PLUS 1 Day:	→ Enter your End date + 1

Select Provider(s):

Optional

Select

Mediware update

Software Update

AIRS codes updated

ART Reports getting updates:

- 0640 – HUD Data Quality Framework report
- 0701 – Exits to Permanent Housing with Return to Homelessness, Metric 2
- 0706 – Permanent Housing Placement-Retention, Metric 7
- 0252 – Data Completeness Report (EE)

Feedback

HMIS Training

What would users like to see in new NCCEH training?

Are there topics you'd like us to focus on?

What is working right now?

What is not working?

NCCEH Reminders

HMIS @NCCEH Update

A new Homeless Management Information System at the North Carolina Coalition to End Homelessness will be launched in early June 2018!

This new HMIS is being created to better meet the needs identified by NCCEH and these CoCs.

What Should I Expect?
- New and improved training, workflows and forms
- A new ServicePoint website URL

What Should I Do Now?
- Keep entering data into NCHMIS until notified to stop – we'll notify in June.
- Stay informed! We'll send out communication with FAQs and more info soon.
- Ask us questions! Contact Ben Bradley, NCCEH Project Specialist (Ben@ncceh.org) if you have any questions. If needed, he'll schedule time for you to speak with Denise Neunaber, NCCEH Executive Director.

Upcoming Deadlines and Events

Due	Report Name
March - April	**PIT/HIC**
April - May	**System Performance Measures**
April 26	Entry/Exit Training 1 pm -4 pm in Durham
April 30-May 1	Bringing it Home: Ending Homelessness in NC Conference
May 24	Next Durham HMIS Users Meeting 9 am – 10:30 am
May 7-May 25	RHY Grantee Submission
June 28	Durham HMIS Users Meeting

Data security depends on all of us

Do not leave your computer logged in & unattended

Do not share passwords

Alert us when staff with access to HMIS leave your agency

ncceh.org/hmis

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

919.410.6997 or hmis@ncceh.org

helpdesk for local support

North Carolina Coalition to End Homelessness

securing resources   encouraging public dialogue   advocating for public policy change

919.755.4393   www.ncceh.org

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