March Agenda

System Updates
• Global Visibility issue
• HMIS@NCCEH Launch update
• Point in Time and Housing Inventory Count updates

What’s this mean?
• System Performance Measures (SPMs)

How can we help?
• Data Collection Stages Explained (esp. Permanent Supportive Housing)

What’s Next
System Updates

Global Visibility Issue, HMIS@NCCEH Launch, and PIT/HIC
Global Visibility Issue & Corrective Action Plan

2018 Discovery: Visibility for some clients extended beyond the Agency
  - Agencies potentially impacted received an email last week

NCCEH Data Center has completed these tasks on your behalf:
  1. Ensured that the “Global” Visibility Group has been removed from all data elements in the system except for the “Client”
  2. Verified that your provider page visibility settings in HMIS do not share additional data elements beyond your Agency

HIPAA Covered Entities should complete an additional internal audit
HMIS@NCCEH Launch

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.
Point in Time & Housing Inventory Count
Reminders:

0628 HIC Report for Permanent Housing projects requires Client Location

Select which CoC the Head of Household is staying in at every data collection point (Start, Interim, or Exit)
Point in Time & Housing Inventory Count

Reminders:
Client Entries, Interims, and Exits are required for all projects
  - Different project types use Entries (Project Start) differently

Issues seen in PIT/HIC data
  - Inaccurate Start Dates for Permanent Housing Projects
  - Missing or Inaccurate Housing Move-In Dates for Permanent Housing Projects
  - Missing or Inaccurate Annual Assessments for Sheltered and Permanent Housing Projects
  - Missing or Inaccurate Exits for Sheltered Projects
Data Collection Stages

with Project Start Date and Project Exit Date
Data Collection Stages

Record Creation
- When client record is created

Project Start
- At every project start

Interim: Update
- At multiple points during project enrollment
- Recorded no more than 30 days +/- the anniversary date of the HoH’s Project Start Date

Interim: Annual Assessment
- At every project exit

Project Exit

**Project Start assessment**

**Interim assessment**

**Project Exit assessment**
Data Collection Stage: Record Creation

What
Creates the client profile and contains data elements collected once or are unlikely to change

Who
All clients

Collection Notes
Each client should have one Record Creation point in a given database, but may have more than one project start, etc.
Data Collection Stage: Project Start

What
When the most data elements are collected through an Entry Assessment (aka Intake) to establish the client’s initial status

Who
All clients

Collection Notes
Once collected at Project Start, data changes should not be edited on the Entry but through an Update or Annual Assessment
Project Start Date

What
Determines the beginning of client participation in a project
A “snapshot” of the client on their first day

Collection Notes
Data should reflect the client’s status on day 1 of their entry into a project
Different for each project type
Project Start Date

Who
All clients

Data Collection Stage
On Project Start Assessment
# Project Start Date

## Collection Notes

<table>
<thead>
<tr>
<th>Project Type</th>
<th>When do I enter Project Start?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Outreach (SO)</td>
<td>First contact between client and outreach worker</td>
</tr>
<tr>
<td>Residential homeless (ES, TH)</td>
<td>First night the client sleeps in a bed</td>
</tr>
<tr>
<td>Permanent Housing (RRH, PSH)</td>
<td>The date when an eligible client accepts offer of available services</td>
</tr>
<tr>
<td>All Other (SSO, HP)</td>
<td>First services delivered to client</td>
</tr>
</tbody>
</table>
Meet Henrietta

Henrietta is our example client to illustrate real-life context for HMIS data collection and data entry.
Project Start Date: Street Outreach

1st Contact: 6/1/2018
2nd Contact: 6/4/2018
3rd Contact: 6/5/2018
4th Contact & Date of Engagement: 6/7/2018
Project Start Date: Street Outreach

- 6/1/2018: 1st Contact
- 6/4/2018: 2nd Contact
- 6/5/2018: 3rd Contact
- 6/7/2018: 4th Contact & Date of Engagement
Project Start Date: Residential Homeless Projects (ES, TH)

- 6/1/2018: Contacts project - waitlist
- 6/4/2018: Sleeps in Bed
- 6/5/2018: Sleeps in Bed & starts case management
Project Start Date: Residential Homeless Projects (ES, TH)

- Contacts project - waitlist
- Sleeps in Bed
- Sleeps in Bed & starts case management

6/1/2018
6/4/2018
6/5/2018
Project Start Date: Permanent Housing (RRH, PSH)

- 6/1/2018: Referral to project
- 6/4/2018: Eligibility Interview
- 6/5/2018: Case Conferencing or Accepted
- 6/8/2018: Housing Search meeting

Referral to project
Eligibility Interview
Case Conferencing or Accepted
Housing Search meeting
Project Start Date: Permanent Housing (RRH, PSH)

- Referral to project: 6/1/2018
- Eligibility Interview: 6/4/2018
- Case Conferencing or Accepted: 6/5/2018
- Housing Search meeting: 6/8/2018
Project Start Date: Permanent Housing (RRH, PSH) from Shelter

- **6/1/2018**: Sleeps in Bed at Shelter
- **6/15/2018**: Coordinated Entry Assessment
- **6/15/2018**: Client Accepted and can access RRH services
- **6/17/2018**: Housing Search meeting
Project Start Date: Permanent Housing (RRH, PSH) from Shelter

- Sleeps in Bed at Shelter: 6/1/2018
- Coordinated Entry Assessment: 6/15/2018
- Client Accepted and can access RRH services: 6/15/2018
- Housing Search meeting: 6/17/2018
Project Start Date: All Other projects (HP, SSO)

- 6/1/2018: Presents for services
- 6/4/2018: Community Kitchen meal
- 6/5/2018: Budgeting Class begins
- 6/8/2018: Utilities Assistance
Project Start Date: All Other projects (HP, SSO)

- **Presents for services**: 6/1/2018
- **Community Kitchen meal**: 6/4/2018
- **Budgeting Class begins**: 6/5/2018
- **Utilities Assistance**: 6/8/2018
Data Collection Stage: Interim Update

What
When elements are collected at multiple points during project enrollment in order to track changes over time or entered to record activities as they occur.

Who
All clients

Collection Notes
This is the only collection stage to record Housing Move-In dates.
Interim Update: What is the date of the Interim?

- Project Start: 6/1/2018
- Earned Income Increases: 6/4/2018
- Meeting with Case Manager: 6/5/2018
Interim Update: What is the date of the Interim?

- 6/1/2018: Project Start
- 6/4/2018: Earned Income increases
- 6/5/2018: Meeting with case manager
Data Collection Stage: Interim Annual Assessments

What
When clients have been enrolled in a single project for 365+ days, the current context or any changes must be recorded here.

Who
All clients.

Collection Notes
Anniversary dates are drawn from the Head of Household’s Project Start Dates.
Annuals must be recorded (for all clients) 30 days before or 30 days after the Head of Household’s Anniversary date.
Interim Annual Assessment: What is the date of the Interim?

- Project Start: 8/1/2017
- Earned Income increases: 6/4/2018
- Meeting with case manager: 6/5/2018
- Meeting with case manager: 8/15/2018
Interim Annual Assessment: What is the date of the Interim?

8/1/2017
Project Start

6/4/2018
Earned Income increases

6/5/2018
Meeting with case manager

8/15/2018
Meeting with case manager
Data Collection Stage: Project Exit

**What**
When the last data elements are collected through an Exit Assessment (aka Exit Interview) to establish the client’s basic context and destination

**Who**
All clients

**Collection Notes**
Data should reflect the client’s status on the last day of their entry into a project
This final stage demonstrates the impact projects have had on clients since their Project Start
Project Exit Date

What
Determines the end of client participation in a project
A “snapshot” of the client on their last day
Contains the essential outcome element Destination and the last check on the client’s context

Collection Notes
Different for each project type
Project Exit Date

Who
All clients

Data Collection Stage
On Exit Assessment
## Project Exit Date

### Collection Notes

<table>
<thead>
<tr>
<th>Project Type</th>
<th>When do I create an exit?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Outreach (SO)</td>
<td>Client enters another project or finds housing, finds another outreach project, is deceased, or outreach worker cannot find and client has no contacts for 90 days</td>
</tr>
<tr>
<td>Residential homeless (ES, TH)</td>
<td>When a client leaves the bed and does not return that night</td>
</tr>
<tr>
<td>Permanent Housing (RRH, PSH)</td>
<td>When services end and client is no longer official participant on caseload</td>
</tr>
<tr>
<td>All Other (SSO, HP)</td>
<td>When the last services delivered to client</td>
</tr>
</tbody>
</table>
Name that Exit Destination!

Whoever can name the most Exit Destinations within each type, wins!
- Other/Null
- Temporary
- Permanent
Reminders:
Once you’ve worked with Data Center staff to correct errors, we’ll send you the link to submit Final Reports. Help us by confirming the data through this submission!
System Performance Measures
What do we know?

Can you name any of HUD’s System Performance Measures?
Length of Time Homeless (LOTH)

What is LOTH?

Length of Time + Homeless

# of Days

10

Emergency Shelter

Transitional Housing
Length of Time Homeless (LOTH)

What is LOTH?

Length of Time + Homeless

Clients in 1 year period, AND looking back 1 year before the exit

# of Days

10

Emergency Shelter
Transitional Housing
Length of Time Homeless (LOTH)

All days in Shelter or Transitional Housing are counted during:

- the lookback year
  (based on client exit date)
- the report year
  (10/1/2017 – 9/30/2018)
Length of Time Homeless (LOTH)

All days in Shelter or Transitional Housing are counted during:

- **the lookback year** (based on client exit date)
- **the report year** (10/1/2017 – 9/30/2018)

30 days in the lookback year

152 days in the report year

\[30 + 152 = 182\]
Length of Time Homeless (LOTH)

If a client stayed in Shelter or Transitional Housing before or after the lookback year (based on client exit date) and the report year (10/1/2017 – 9/30/2018), those days are not counted.
Length of Time Homeless (LOTH)

If a client stayed in Shelter or Transitional Housing before or after the lookback year (based on client exit date) and the report year (10/1/2017 – 9/30/2018), those days are not counted.

30

119

= 119

ES Program Entry: 1/1/17
ES Program Exit: 1/31/17

TH Program Entry: 11/1/17
TH Program Exit: 2/28/18
Length of Time Homeless (LOTH) Measure 1a

Average Number of Days Homeless

<table>
<thead>
<tr>
<th>Year</th>
<th>ES</th>
<th>ES+TH</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2016</td>
<td>81</td>
<td>108</td>
</tr>
<tr>
<td>FY2017</td>
<td>90</td>
<td>111</td>
</tr>
<tr>
<td>FY2018</td>
<td>96</td>
<td>107</td>
</tr>
</tbody>
</table>
Length of Time Homeless (LOTH) Measure 1b

What about experiences of homelessness not captured by HMIS?
✓ Clients answer Approximate Date Homelessness Started

**HOMELESS HISTORY INTERVIEW**

Chronic homeless status is determined, by a client's history of homelessness, disability status, and the length of time spent on the street, in an emergency shelter, or a Safe Haven (SH).

However, intake staff should not instruct the client on the length of time or episodes necessary to qualify as chronically homeless. Responses should simply be the actual client responses.

Questions must be asked exactly as they are presented below.

| Prior Living Situation (Immediately Prior to Entry) | Rental by client, no ongoing housing subsidy (HUD) |
| Length of Stay in Previous Place | One year or longer (HUD) |
| Approximate date homelessness started: | 07 / 19 / 2017 |
Length of Time Homeless (LOTH) Measure 1b

What about experiences of homelessness not captured by HMIS?
✓ Clients answer Approximate Date Homelessness Started

58 + 191 = 249
Length of Time Homeless (LOTH) Measure 1b

Average Number of Days Homeless

<table>
<thead>
<tr>
<th>FY2016</th>
<th>FY2017</th>
<th>FY2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>267</td>
<td>366</td>
<td>423</td>
</tr>
<tr>
<td>276</td>
<td>373</td>
<td>419</td>
</tr>
</tbody>
</table>

- ES
- ES+TH
What’s the difference between Average and Median?

Average = 30 days
Adding 10, 10, 20, 30 and 80 and then dividing by five equals 30 days

Median = 20 days
50% of clients stayed less than 20 days and 50% stayed more than 20 days and
Length of Time Homeless (LOTH) Measure 1a

Average & Median Number of Days Homeless
Emergency Shelter Only

<table>
<thead>
<tr>
<th></th>
<th>FY 2016</th>
<th>FY 2017</th>
<th>FY 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg ES</td>
<td>81</td>
<td>90</td>
<td>96</td>
</tr>
<tr>
<td>Med ES</td>
<td>48</td>
<td>63</td>
<td>65</td>
</tr>
</tbody>
</table>

FY 2016
FY 2017
FY 2018

Avg ES
Med ES
Length of Time Homeless (LOTH) Measure 1a

Average & Median Number of Days Homeless
Emergency Shelters & Transitional Housing

FY 2016: Avg ES & TH = 65, Med ES & TH = 70
FY 2018: Avg ES & TH = 111, Med ES & TH = 74
Length of Time Homeless Outliers

How can you* find really long stayers from your report?

- To correct Data Quality Errors
- To case conference about clients getting “stuck” in system

1 Run the 0700 or 0700.b in the ART Gallery Reports
2 Review Tab – B Detail for individual client entry/exit data

*ES and TH projects only
What’s Next?
## What’s Next Calendar

<table>
<thead>
<tr>
<th>Due</th>
<th>Report/Event Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 23&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Durham Point in Time (PIT) Count</td>
</tr>
<tr>
<td>March 1&lt;sup&gt;st&lt;/sup&gt;</td>
<td>PIT and HIC Reports in ART Inbox</td>
</tr>
<tr>
<td><strong>March 22&lt;sup&gt;nd&lt;/sup&gt;</strong></td>
<td><strong>PIT and HIC Reports Submission Deadline</strong></td>
</tr>
<tr>
<td>April 25&lt;sup&gt;th&lt;/sup&gt;</td>
<td>April Durham HMIS Users Meeting</td>
</tr>
<tr>
<td>April 30&lt;sup&gt;st&lt;/sup&gt;</td>
<td>HUD PIT Count and Housing Inventory Count (HIC) deadline</td>
</tr>
<tr>
<td>May 23&lt;sup&gt;th&lt;/sup&gt;</td>
<td>May Durham HMIS Users Meeting</td>
</tr>
<tr>
<td>May 31&lt;sup&gt;st&lt;/sup&gt;</td>
<td>HUD System Performance Measures (SPM) deadline</td>
</tr>
</tbody>
</table>
ncceh.org/hmis
access local support for Balance of State, Durham, & Orange CoCs
919.410.6997 or hmis@ncceh.org
helpdesk for local support