Pre-Meeting Quick Tip:

Use Conditional Formatting in Excel to compare lists of Client IDs!

<table>
<thead>
<tr>
<th>DQ Flag Type</th>
<th>Client ID</th>
<th>Provider</th>
<th>Project Start</th>
<th>Impacted Date (Exit or Annual Date)</th>
<th>Additional Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Stayer TH (over 730)</td>
<td>420026</td>
<td>Heading Home Housing - Rowan County - Transitional Housing - Private(3256)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Long Stayer TH (over 730)</td>
<td>351057</td>
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<td>8/31/2015</td>
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<td>11/30/2017</td>
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<td>9/17/2014</td>
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<tr>
<td>Long Stayer TH (over 730)</td>
<td>420026</td>
<td>Heading Home Housing - Rowan County - Transitional Housing - Private(3256)</td>
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<td>5/15/2018</td>
<td></td>
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<tr>
<td>Long Stayer TH (over 730)</td>
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<td>Heading Home Housing - Rowan County - Transitional Housing - Private(3256)</td>
<td></td>
<td>11/30/2017</td>
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</tr>
</tbody>
</table>
Agenda

**System Updates**
HMIS@NCCEH Launch
Forgot Password

**What’s this mean?**
Point in Time / Housing Inventory Count submitted!
   - Process feedback
System Performance Measures
   - DQ Lessons

**How can we help?**
Spotlight on HMIS Guides

**What’s Next**
Welcome

Reminders
Your line is muted. We will unmute the line during Q&A pauses.

The chat box is available
Make sure you’re counted!

Enter your name(s) so we know you are here

1. Click Attendees
2. Click on (me)
3. Click Edit your Name and Email...

4. Edit your name and email address as you would like them to appear in the meeting organizer’s attendee list.
System Updates
HMIS@NCCEH Launch, Forgot Password
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.
New Feature

Forgot Password
You can reset your own password now from the login screen:

nchmis.servicept.com
New Feature

Confirm this feature will work!
Find your HMIS Profile
New Feature:

Confirm your email address where reset passwords can be sent

Also complete a direct phone number if possible
What’s this mean?
Point in Time
2019 Point in Time Count

First Look!
Submissions from all CoCs in the nation will be reviewed by HUD. This initial report will be made final once we receive the “all clear” from HUD.
What does one day tell us?

People Counted in PIT, 2010-2019*

- **Everyone Experiencing Homelessness**
- **People Experiencing Chronic Homelessness**

*Preliminary data
2019 Point in Time Count

Total People Counted: 2019 PIT Balance of State*

- Total: 2,989
- Adults Only Households: 2,211
- Adult/Child Households: 776

*Additionally, 2 children were counted in “child-only households”

*Preliminary data
Location of People Experiencing Homelessness

Sheltered and Unsheltered People, 2019

- Sheltered: 72%
- Unsheltered: 28%

*Preliminary data
PIT Across Balance of State

Total People Counted (By Region)

Region 11: 13
Region 8: 29
Region 10: 70
Region 6: 73
Region 13: 94
Region 12: 114
Region 1: 121
Region 2: 145
Region 4: 153
Region 9: 216
Region 7: 264
Region 3: 419
Region 5: 428

*Preliminary data
PIT Across Balance of State

Total People Counted (By County)

*Preliminary data*
PIT Across Balance of State: Sub-populations

Veterans (By Region)

Region 11: 0
Region 6: 1
Region 2: 3
Region 8: 5
Region 10: 5
Region 12: 5
Region 1: 5
Region 13: 7
Region 3: 10
Region 4: 16
Region 9: 17
Region 7: 21
Region 5: 29

*Preliminary data
PIT Across Balance of State: Sub-populations

Sum of Veterans: Total Veterans*

*Preliminary data
PIT Across Balance of State: Sub-populations

People Experiencing Chronic Homelessness (By Region)

*Preliminary data
PIT Across Balance of State: Sub-populations

People Experiencing Chronic Homelessness (By County)

*Preliminary data
Reminder: Submission steps

1. Find your reports
   ✓ Either the 0629 HIC or 0630 Sheltered Unsheltered PIT report
   ✓ NCCEH 2019 Housing Inventory Count Verification

2. Review your reports

3. Make corrections
   ✓ Ask Data Center for help!
   ✓ Tell the Data Center when corrections are done

4. Submit accurate reports

Feedback: How did this work for you?
System Performance Measures
The Basics

NC Balance of State CoC-wide outcomes for Federal Fiscal Year 2018 + 2 year lookback period
  10/01/2015 – 09/30/2018

Includes Street Outreach, Emergency Shelter, Transitional Housing, Rapid Re-Housing, and Permanent Supportive Housing programs on HMIS

We still need your help to confirm or correct Data Quality Flags!
SPM Data Quality - Takeaways

• Big Wins!
  - Fewer Exit Destinations for “Safe Haven” and “Other”
  - Fewer Overlaps between shelters
  - Fewer Annual Assessments outside of 30 day +/- window

• Room for Improvement
  - Inaccurate Entry Type or Entry Level (Agency level)
  - Client Location accuracy
  - Missing Data Elements like Exit Destination and Date of Engagement
## Room for Improvement: Inaccurate Entries

Inaccurate Entry Type is determined by your funding source.

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Entry Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUD</td>
<td>HUD</td>
</tr>
<tr>
<td>Private or local government</td>
<td>HUD</td>
</tr>
<tr>
<td>VA</td>
<td>VA</td>
</tr>
</tbody>
</table>
Room for Improvement: Inaccurate Entries

Inaccurate Entry Level is a sign that Enter Data As mode was not correct.

![ServicePoint Training Site](image)

- **Default EDA mode**
- **Manual EDA mode**
Room for Improvement: Client Location

For Heads of Households: Which CoC are they located in?
Room for Improvement: Client Location

When would a client not be in our CoC, but still being served by our agencies/system?

• Found housing in a different CoC
• Found a job in a different CoC
**Room for Improvement: Client Location**

Scroll down to find Client Location at Entry Assessment

<table>
<thead>
<tr>
<th>Housing Status</th>
<th>Category 1 - Homeless (HUD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zip Code (of Last</td>
<td></td>
</tr>
<tr>
<td>Permanent Address, if</td>
<td></td>
</tr>
<tr>
<td>known)</td>
<td></td>
</tr>
<tr>
<td>County of Residence</td>
<td>Pasquotank</td>
</tr>
<tr>
<td>City of Residence</td>
<td>Salisbury</td>
</tr>
</tbody>
</table>

**Answer Client Location for Head of Household only!**

| Client Location         | NC-503 NC Balance of State CoC |

**Income and Non-Cash Benefit Information:**

| Income from Any Source  | Yes (HUD) |

**Monthly Income**

<table>
<thead>
<tr>
<th>Monthly Amount</th>
<th>Source of Income</th>
<th>Receiving Income Source?</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other (HUD)</td>
<td>No</td>
<td></td>
<td>09/10/2018</td>
<td></td>
</tr>
</tbody>
</table>
**Room for Improvement: Client Location**

Scroll down to find Client Location at Interims (Update or Annuals)

<table>
<thead>
<tr>
<th>Currently fleeing should be indicated as “Yes” if the Person is fleeing, or is attempting to flee, the domestic violence situation or is afraid to return to their primary nighttime residence.</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes for Domestic Violence Victim/Survivor, are you currently fleeing?</td>
</tr>
<tr>
<td>-Select- ▼ G</td>
</tr>
</tbody>
</table>

****ANSWER Client Location for Head of Household only!**

| Client Location | NC-503 NC Balance of State CoC ▼ G |

County of Service refers to the county in which the client is receiving services (only answer if instructed to by your System Administrator)

| NC County of Service | Rowan ▼ G |

| Connection with SOAR (PATH Only) | -Select- ▼ G |

**Client Contact Information**

Is there a phone
Don’t forget NC County of Service!

What
The County in which a client receives your project’s services

Collection Notes
The location of shelter, housing or supportive services indicates the County of Service at any given time

*County of Service refers to the county in which the client is receiving services (only answer if instructed to by your System Administrator)*
Room for Improvement: Missing Data

Data Collection methods

Which paper forms are used? (if not entering data directly)
Make sure to collect all required data elements based off of NC HMIS forms on hmislearningcenter.org

Who is trained to collect data?
Sometimes staff speaking to clients have not received training from their Agency Admin (or NCCEH) – make sure they know what to collect and why

Where does data collection take place?
Consider how the physical location of client interviews and corresponding forms impacts your ability to ask the right questions
How can we help?
Spotlight on HMIS Guides

Go to ncceh.org/hmis/trainings for Additional Resources:

Don’t forget your Data Collection Stages guide for workflow help!

Not sure how to show a client has left permanent housing but still a client? Check out the Housing Move-In Date guide.

Prep for this year’s reports with the SPM Data Correction guide.
What’s Next
# What’s Next Calendar

<table>
<thead>
<tr>
<th>Due</th>
<th>Report/Event Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 16&lt;sup&gt;th&lt;/sup&gt;</td>
<td>May NC BoS CoC HMIS Users Meeting</td>
</tr>
<tr>
<td>May 21&lt;sup&gt;st&lt;/sup&gt;-22&lt;sup&gt;nd&lt;/sup&gt;</td>
<td>Bringing It Home - State Conference</td>
</tr>
<tr>
<td>May 31&lt;sup&gt;st&lt;/sup&gt;</td>
<td>HUD System Performance Measures (SPM) deadline</td>
</tr>
<tr>
<td>June 20&lt;sup&gt;th&lt;/sup&gt;</td>
<td>June NC BoS CoC HMIS Users Meeting</td>
</tr>
</tbody>
</table>
ncceh.org/hmis
access local support for NC Balance of State, Durham, & Orange CoCs
919.410.6997 or hmis@ncceh.org
helpdesk for local support