System Updates
COVID-19 Response

How can we help?
Notes options for Case Management
Exit Data

We Love Data
PIT and HIC 2020

What’s Next?
Welcome

Reminders

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

The chat box is available to use anytime.
Who is here?

- Enter your full names, so we know who attended and who asks questions
- If multiple folks are watching at once, use a combo name like, “Andrea Carey and Andy Phillips – the Ands”
System Updates
COVID-19 data in HMIS

With more data entered, we could populate reports like these:

Number of Active Entry Exit Cases

Number of Positive EE Cases 0
Number of Negative EE Cases 4
Pos. w/ Underlying Conditions 0

Underlying Conditions

Number of Deaths 0

Symptoms Compared to Results

Hospitalizations 0
Released from Isolation 1
Released from Quarantine 0

Experiencing Symptoms 17
Currently Symptomatic 2

Test Results

Negative

Total Entry Exits 17
Total Clients 17

Total EE and Clients

Total EE Cases and Deaths

Expand for Additional Options

Report Start Date

Expand for Filters
When you may need Project updates in HMIS

- Has funding changed or do you expect it to?
- Do some services have dedicated funding?
- Have beds moved from one location to another?
- Has the number of year-round or temporary beds changed? (Up or down)
- Are beds dedicated to a new group of clients like youth, veterans, or chronically homeless?
- Do you (or funders) want to report on different groups/services separately from others?

If you answer Yes to any of these questions, reach out to us at the Data Center!
ESG-CV Reporting

What we know
Special ESG-CV CAPER being created
De-duplicates clients across all sub-grantees
Submitted for entire HMIS Implementation
Quarterly

What we don’t know
The Specifications – what measures will be different
1st deadline ...October?
How Can We Help?
Follow along if you’d like!

HMIS@NCCEH training site for ServicePoint*

sp5.servicept.com/hmisncceh_training

*Remember, all HMIS Users have a training profile that mirrors your active one. Forgot your password? You can reset it just like the live site.
Notes: Where to Add

• Case Goals (June User Meeting)
• Referrals
• Service Transactions
Notes: Preferred Format

• Date and Time
• Note
• Initials

Client came into today to talk about their progress in class, they are really enjoying it and find it to be a good challenge. HH
Notes: Referrals

Service Transaction Dashboard

- Add Need
- Add Service
- Add Multiple Services
- Add Referrals
- View Shelter Stays
- View Entire Service History
- View Previous Service Transactions
Notes: Referrals

- Select Need and Add Terms
## Notes: Referrals

- Scroll to the Bottom
- Select Notes
- Save All

### Need Data

<table>
<thead>
<tr>
<th>Need</th>
<th>Amount if Financial</th>
<th>Need Status / Outcome / If Not Met, Reason</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Landlord/Tenant Dispute Resolution (FT-4500.4600)</td>
<td></td>
<td>In Progress ◀</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>-Select-</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>-Select-</td>
<td></td>
</tr>
</tbody>
</table>

Remove All Needs

![Image of the Need Data section with a completed task entry for Landlord/Tenant Dispute Resolution]
Notes: Referrals

• Same Format: Date, Time, Note
• One Note per Referral

Set up an appointment for the client and the landlord to talk with a third party. HH
## Notes: Referrals

- No Number on the Note

### Need Data

**Date of Need**: 07/13/2020, 10:15 AM

### Selected Needs

<table>
<thead>
<tr>
<th>Need</th>
<th>Amount if Financial</th>
<th>Need Status / Outcome / If Not Met, Reason</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Landlord/Tenant Dispute Resolution (FT-4500.4600)</td>
<td></td>
<td>In Progress</td>
<td></td>
</tr>
</tbody>
</table>

[Image of the screen showing the Need Data section with a date of 07/13/2020 and a time of 10:15 AM. The Selected Needs section is partially visible, showing the need for Landlord/Tenant Dispute Resolution with a status of In Progress.]
Notes: Referrals
Notes: Referrals

- Referrals Tab to see Referral from Agency Side
Notes: Referrals

- Display set up on the Referral Tab
Notes: Referrals

• Now editable!

**Notes**

7/13/2020 10:30 AM

Set up an appointment for the client and the landlord to talk with a third party. HH
# Notes: Referrals

- To edit the note, access through the Need in All Service Transactions

## All Service Transactions

<table>
<thead>
<tr>
<th>Select Dates</th>
<th>Start Date</th>
<th>End Date</th>
<th>Transaction Type</th>
<th>Date</th>
<th>Provider</th>
<th>Type</th>
<th>Need Status / Outcome</th>
<th>Need Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>-Select-</td>
<td>/ / /</td>
<td>/ / /</td>
<td>Need</td>
<td>07/13/2020</td>
<td>Heading Home - Rowan County - Rapid Re-Housing - CoC</td>
<td>Landlord/Tenant Dispute Resolution</td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Referral</td>
<td>07/13/2020</td>
<td>Allied Churches of Alamance Co - Alamance County - Rapid Rehousing - RRH - HUD</td>
<td>Landlord/Tenant Dispute Resolution</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Notes: Service Transactions

• Add Need through Service Transaction Dashboard
Notes: Service Transactions

• Add Note to Service Transaction
Notes: Service Transactions

- Select the Service, not the Need, to edit the note

```plaintext
<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Date</th>
<th>Provider</th>
<th>Type</th>
<th>Need Status / Outcome</th>
<th>Need Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need</td>
<td>07/13/2020</td>
<td>Heading Home - Rowan County - Rapid Re-Housing - CoC</td>
<td>Case/Care Management</td>
<td>Closed</td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>07/13/2020</td>
<td>Heading Home - Rowan County - Rapid Re-Housing - CoC</td>
<td>Case/Care Management</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```
Reason for Leaving

Why has this client’s project exit occurred?

Common Reasons for Leaving:

• *Completed program* is when a client leaves after moving into housing with support from the project.
• *Left for housing opp. before completing program* means that the client found other shelter or housing without support from the project.
• *Does not or no longer qualifies for the program* is used when the client can no longer use core services (financial or supportive) and is no longer eligible for the project.
• *Unknown/Disappeared* is used when project staff do not know the reason for leaving.
Reason for Leaving

Reason for Leaving options to stay away from:

• *Other*: As with other data elements “Other” does not tell us any information and the specify box does not pull on reports. Please select other options.

• *Anything with a Z- at the front of it*: These are custom/specialized responses that most projects will not be using.

If you cannot find an option that works

• give us a call/email and we can talk through what might work and/or
• take the new picklist value to the appropriate channels for possible changes
Reason for Leaving

Edit Exit Data - (15) Star, Skip

Household Members

To update Household members for this Exit Data, click the box beside each name.

(2) Child w/single parent
(15) Star, Skip

Edit Exit Data - (15) Star, Skip

Exit Date
09/16/2019

Reason for Leaving
-Select-

If "Other", Specify
Completed program

Destination
Criminal activity / violence
Death
Disagreement with rules/persons
Left for housing opp. before completing program
Needs could not be met
Does not or no longer qualifies for program
Non-compliance with program
Non-payment of rent
Other
Reached maximum time allowed
Unknown/Disappeared

Notes
Exit Destination

What
Identify where a client will stay immediately exiting a project

If Henrietta exits, where will she sleep that night?

Henrietta
Morning of 2/11/2018
Evening of 2/11/2018

Shelter?
Housing?
Outside?
Exit Destination

Collection Notes
Use multiple sources for a better understanding and more accurate data.

If no information (after triangulating) is available, use No Exit Interview Completed.
Exit Destination

Who
All clients

Data Collection Stage
At project exit

Special Reminder
Other will be considered incomplete
Keep a copy of our Exit Destination Guide available to consult
Missing data is always better than inaccurate data!
## Exit Destination

On the paper assessment

<table>
<thead>
<tr>
<th>DESTINATION - Where will the client stay/sleep immediately after leaving this project?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Homeless</strong></td>
</tr>
<tr>
<td>☐ Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)</td>
</tr>
<tr>
<td>☐ Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter</td>
</tr>
<tr>
<td><strong>Institutional</strong></td>
</tr>
<tr>
<td>☐ Foster care home or foster care group home</td>
</tr>
<tr>
<td>☐ Hospital or other residential non-psychiatric medical facility</td>
</tr>
<tr>
<td>☐ Jail, prison, or juvenile detention facility</td>
</tr>
<tr>
<td>☐ Long-term care facility or nursing home</td>
</tr>
<tr>
<td>☐ Psychiatric hospital or other psychiatric facility</td>
</tr>
<tr>
<td>☐ Substance abuse treatment facility or detox center</td>
</tr>
<tr>
<td><strong>Temporary and Permanent</strong></td>
</tr>
<tr>
<td>☐ Residential project or halfway house with no homeless criteria</td>
</tr>
<tr>
<td>☐ Hotel or motel paid for without emergency shelter voucher</td>
</tr>
<tr>
<td>☐ Transitional housing for homeless persons (including homeless youth)</td>
</tr>
<tr>
<td>☐ Host Home (non-crisis)</td>
</tr>
<tr>
<td>☐ Staying or living in friends, temporary tenure (e.g. room, apartment or house)</td>
</tr>
<tr>
<td>☐ Staying or living with family, temporary tenure (e.g. room, apartment or house)</td>
</tr>
<tr>
<td>☐ Staying or living with family, permanent tenure</td>
</tr>
</tbody>
</table>
## Exit Destination

### On the paper assessment

<table>
<thead>
<tr>
<th>Temporary and Permanent (cont.)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Staying or living in friends, permanent tenure</td>
<td></td>
</tr>
<tr>
<td>☐ Moved from one HOPWA funded project to HOPWA PH</td>
<td></td>
</tr>
<tr>
<td>☐ Moved from one HOPWA funded project To HOPWA TH</td>
<td></td>
</tr>
<tr>
<td>☐ Rental by client, with GPD TIP housing subsidy</td>
<td></td>
</tr>
<tr>
<td>☐ Rental by client, with VASH housing subsidy</td>
<td></td>
</tr>
<tr>
<td>☐ Permanent housing (other than RRH) for formerly homeless persons</td>
<td></td>
</tr>
<tr>
<td>☐ Rental by client, with RRH or equivalent subsidy</td>
<td></td>
</tr>
<tr>
<td>☐ Rental by client, with HCV voucher (tenant or project based)</td>
<td></td>
</tr>
<tr>
<td>☐ Rental by client in a public housing unit</td>
<td></td>
</tr>
<tr>
<td>☐ Rental by client, no ongoing housing subsidy</td>
<td></td>
</tr>
<tr>
<td>☐ Rental by client, with other ongoing housing subsidy</td>
<td></td>
</tr>
<tr>
<td>☐ Owned by client, no ongoing housing subsidy</td>
<td></td>
</tr>
<tr>
<td>☐ Owned by client, with ongoing housing subsidy</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ No exit interview completed</td>
<td></td>
</tr>
<tr>
<td>☐ Other (specify):</td>
<td></td>
</tr>
<tr>
<td>☐ Deceased:</td>
<td></td>
</tr>
<tr>
<td>☐ Client doesn’t know</td>
<td></td>
</tr>
<tr>
<td>☐ Client refused</td>
<td></td>
</tr>
<tr>
<td>☐ Data not collected</td>
<td></td>
</tr>
</tbody>
</table>
Spotlight on HMIS Guides

Go to ncceh.org/hmis/trainings for Additional Resources like the Exit Destination Guide
We Love Data
Point in Time
What data do we have today?

- Total People Counted Experiencing Homelessness January 29th, 2020
  - Data submitted to HUD for entire NC Balance of State
  - Limited Data available by Region, including
    - By Household type
    - By Sub-population (Vets, Youth, CH)
    - By Living Situation (Unsheltered, ES, TH)
- County Data not yet final
- Point in Time (by Region) posted (ncceh.org/datacenter/pitdata)
- Specific requests for data go to the Data Center (hmis@ncceh.org)
What does one day tell us?

People Counted in PIT, 2010-2020

- Everyone Experiencing Homelessness
- People Experiencing Chronic Homelessness
2020 Point in Time Count

- Total: 3185
- Adults with Children: 915
- Adults Only: 2253
- Only Children: 17

BoS 2020 PIT
Location of People Experiencing Homelessness

PIT LIVING SITUATION 2020

- Sheltered: 39%
- Unsheltered: 61%
How were people Counted?

People Experiencing Sheltered Homelessness

- App Sheltered: 23%
- Phone Survey: 27%
- HMIS: 50%

People Experiencing Unsheltered Homelessness

- App Unsheltered: 100%
How were people Counted?

People Experiencing Homelessness

Number of Unsheltered People

- App Sheltered: 996
- Phone Survey: 0%
- HMIS: 0%

Number of Sheltered People

- App Sheltered: 515
- Phone Survey: 585
- HMIS: 1089
PIT Across Balance of State

Total People Counted by Region 2020

<table>
<thead>
<tr>
<th>Region</th>
<th>Total People Counted</th>
</tr>
</thead>
<tbody>
<tr>
<td>R01</td>
<td>323</td>
</tr>
<tr>
<td>R02</td>
<td>299</td>
</tr>
<tr>
<td>R03</td>
<td>357</td>
</tr>
<tr>
<td>R04</td>
<td>281</td>
</tr>
<tr>
<td>R05</td>
<td>415</td>
</tr>
<tr>
<td>R06</td>
<td>240</td>
</tr>
<tr>
<td>R07</td>
<td>338</td>
</tr>
<tr>
<td>R08</td>
<td>279</td>
</tr>
<tr>
<td>R09</td>
<td>273</td>
</tr>
<tr>
<td>R10</td>
<td>263</td>
</tr>
<tr>
<td>R11</td>
<td>260</td>
</tr>
<tr>
<td>R12</td>
<td>271</td>
</tr>
<tr>
<td>R13</td>
<td>241</td>
</tr>
</tbody>
</table>
PIT Across Balance of State: Sub-populations

Total Veterans Counted by Region 2020

<table>
<thead>
<tr>
<th>Region</th>
<th>Total Vets</th>
</tr>
</thead>
<tbody>
<tr>
<td>R01</td>
<td>13</td>
</tr>
<tr>
<td>R02</td>
<td>2</td>
</tr>
<tr>
<td>R03</td>
<td>17</td>
</tr>
<tr>
<td>R04</td>
<td>14</td>
</tr>
<tr>
<td>R05</td>
<td>34</td>
</tr>
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<td>R06</td>
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<tr>
<td>R07</td>
<td>14</td>
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<td>R08</td>
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<td>R09</td>
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<td>R10</td>
<td>8</td>
</tr>
<tr>
<td>R11</td>
<td>1</td>
</tr>
<tr>
<td>R12</td>
<td>20</td>
</tr>
<tr>
<td>R13</td>
<td>7</td>
</tr>
</tbody>
</table>
Total Experiencing Chronic Homelessness by Region 2020
Housing Inventory Count
HMIS Bed Coverage

- Households without Children:
  - HMIS Beds: 59%
  - Non-HMIS Beds: 32%
  - DV Beds: 9%

- Households with Children:
  - HMIS Beds: 21%
  - Non-HMIS Beds: 21%
  - DV Beds: 59%

- Households with Children Only: 100%
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What’s Next?
## What’s Next Calendar

<table>
<thead>
<tr>
<th>Due</th>
<th>Report/Event Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 10&lt;sup&gt;th&lt;/sup&gt;</td>
<td>NC State of Emergency for COVID-19</td>
</tr>
<tr>
<td>Mar 18&lt;sup&gt;th&lt;/sup&gt;</td>
<td>COVID-19 Response questions in HMIS</td>
</tr>
<tr>
<td>Aug 20&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Next NC BoS CoC HMIS Users Meeting</td>
</tr>
<tr>
<td>Aug/Sept</td>
<td>Longitudinal System Analysis Report</td>
</tr>
<tr>
<td>Oct 1&lt;sup&gt;st&lt;/sup&gt;</td>
<td>New CE Elements required in HMIS deadline</td>
</tr>
<tr>
<td></td>
<td>First quarterly ESG-CV reports anticipated deadline</td>
</tr>
</tbody>
</table>
Poll: Next HMIS Users Meeting Topics

**Join by Web**
1. Go to PollEv.com
2. Enter ANDREACAREY147
3. Respond to activity

**Join by Text**
1. Text ANDREACAREY147 to 22333
2. Text in your message
Contact NCCEH
hello@ncceh.org
919.755.4393

Contact NCCEH Data Center Help Desk
hmis@ncceh.org
919.410.6997