Agenda
July 2020

System Updates
COVID-19 Response

We Love Data
PIT and HIC 2020

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

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.”
COVID-19 data in HMIS

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

Number of Active Entry Exit Cases: 0

Number of Positive EE Cases: 0
Number of Negative EE Cases: 4

Number of Deaths: 0

Underlying Conditions: 0

Hospitalizations: 0

Released from Isolation: 1
Released from Quarantine: 0

Experiencing Symptoms: 17
Currently Symptomatic: 2
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?
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, 2016-2020

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

- Total: 349
- Adults with Children: 104
- Adults Only: 245
- Only Children: 0

Durham 2020 PIT
Location of People Experiencing Homelessness

PIT LIVING SITUATION 2020

- Sheltered: 78%
- Unsheltered: 22%
Who was counted?

People Experiencing Homelessness by Race

<table>
<thead>
<tr>
<th>Race</th>
<th>Unsheltered</th>
<th>Sheltered</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Black or African-American</td>
<td>10%</td>
<td>0%</td>
</tr>
<tr>
<td>Asian</td>
<td>20%</td>
<td>0%</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>30%</td>
<td>0%</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>40%</td>
<td>0%</td>
</tr>
<tr>
<td>Multiple Races</td>
<td>60%</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>0%</td>
</tr>
</tbody>
</table>

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
Who was counted?

People Experiencing Homelessness by Race

<table>
<thead>
<tr>
<th>Category</th>
<th>White</th>
<th>Black or African-American</th>
<th>Asian</th>
<th>American Indian or Alaska Native</th>
<th>Native Hawaiian or Other Pacific Islander</th>
<th>Multiple Races</th>
</tr>
</thead>
<tbody>
<tr>
<td>Census</td>
<td>153,235</td>
<td>112,351</td>
<td>810,448</td>
<td>20,021</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>In Poverty</td>
<td>16,771</td>
<td>23,206</td>
<td>942,552</td>
<td>4,614</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unsheltered</td>
<td>26</td>
<td>45</td>
<td>10</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sheltered</td>
<td>61</td>
<td>202</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>0</td>
</tr>
</tbody>
</table>
Who was counted?

People Experiencing Homelessness by Ethnicity

- **Unsheltered**
  - Non-Hispanic/Non-Latinx: 72
  - Hispanic/Latinx: 5

- **Sheltered**
  - Non-Hispanic/Non-Latinx: 261
  - Hispanic/Latinx: 11
Who was counted?

People Experiencing Homelessness by Ethnicity

- **Census**: 260,381 Non-Hispanic/Non-Latinx, 40,484 Hispanic/Latinx
- **In Poverty**: 35,758 Non-Hispanic/Non-Latinx, 11,479 Hispanic/Latinx
- **Unsheltered**: 72 Non-Hispanic/Non-Latinx, 5 Hispanic/Latinx
- **Sheltered**: 261 Non-Hispanic/Non-Latinx, 11 Hispanic/Latinx
PIT Across Durham: Sub-populations

Total Youth Counted by Household type

<table>
<thead>
<tr>
<th>Household Type</th>
<th>Parenting Youth</th>
<th>Unaccompanied Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheltered</td>
<td></td>
<td>13</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Unsheltered</td>
<td></td>
<td>7</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

Legend:
- Parenting Youth
- Unaccompanied Youth
PIT Across Durham: Sub-populations

Total Veterans by Household Type

- Sheltered: 54
- Unsheltered: 4

- Families
- Adults Only
PIT Across Durham: Sub-populations

Total Experiencing Chronic Homelessness by Region 2020

- **Sheltered**: 34
  - Families: 4
  - Adults Only: 30

- **Unsheltered**: 23
  - Families: 0
  - Adults Only: 23
Housing Inventory Count
Housing Inventory Count

- Emergency Shelter (ES): 122 Households with Children, 130 Households without Children
- Transitional Housing (TH): 44 Households with Children, 0 Households without Children
- Rapid Re-Housing (RRH): 27 Households with Children, 87 Households without Children
- Permanent Supportive Housing (PSH): 125 Households with Children, 130 Households without Children
What data do we have today?

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    • By Household type
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How Can We Help?
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

[Screen capture of a form with fields for exit data, including:
- Exit Date
- Reason for Leaving:
  - Completed program
- Destination:
  - If "Other", Specify
- Notes]

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

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

Shelter?

Housing?

Outside?

Evening of 2/11/2018
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 <em>with</em> 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 <em>without</em> 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>
</tr>
</thead>
<tbody>
<tr>
<td>Staying or living in friends, permanent tenure</td>
</tr>
<tr>
<td>Moved from one HOPWA funded project to HOPWA PH</td>
</tr>
<tr>
<td>Moved from one HOPWA funded project To HOPWA TH</td>
</tr>
<tr>
<td>Rental by client, with GPD TIP housing subsidy</td>
</tr>
<tr>
<td>Rental by client, with VASH housing subsidy</td>
</tr>
<tr>
<td>Permanent housing (other than RRH) for formerly homeless persons</td>
</tr>
<tr>
<td>Rental by client, with RRH or equivalent subsidy</td>
</tr>
<tr>
<td>Rental by client, with HCV voucher (tenant or project based)</td>
</tr>
<tr>
<td>Rental by client in a public housing unit</td>
</tr>
<tr>
<td>Rental by client, no ongoing housing subsidy</td>
</tr>
<tr>
<td>Rental by client, with other ongoing housing subsidy</td>
</tr>
<tr>
<td>Owned by client, no ongoing housing subsidy</td>
</tr>
<tr>
<td>Owned by client, with ongoing housing subsidy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>No exit interview completed</td>
</tr>
<tr>
<td>Other (specify):</td>
</tr>
<tr>
<td>Deceased:</td>
</tr>
<tr>
<td>Client doesn't know</td>
</tr>
<tr>
<td>Client refused</td>
</tr>
<tr>
<td>Data not collected</td>
</tr>
</tbody>
</table>
Exit Destination

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
Completed program

If "Other", Specify

Destination *
-Select-

If "Other", Specify

Notes

Place not meant for habitation (HUD)

Emergency shelter, incl. motel/motel paid for w/ ES Voucher, or EAH-funded Host Home shelter (HUD)
Safe Haven (HUD)
INSTITUTIONAL SITUATIONS
Foster care home or foster care group home (HUD)
Hospital or other residential non-psychiatric medical facility (HUD)
Jail, prison or juvenile detention facility (HUD)
Long-term care facility or nursing home (HUD)
Psychiatric hospital or other psychiatric facility (HUD)
Substance abuse treatment facility or detox center (HUD)
TEMPORARY AND PERMANENT HOUSING SITUATIONS
Residential project or halfway house with no homeless criteria (HUD)
Hotel or motel paid for without emergency shelter voucher (HUD)
Transitional housing for homeless persons (including homeless youth) (HUD)
Host Home (non-crisis) (HUD)
Staying or living with friends, temporary tenure (HUD)
Spotlight on HMIS Guides

Go to ncceh.org/hmis/trainings for Additional Resources like the Exit Destination Guide
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

This Client is not a member of any Households.

Provider: Heading Home - Rowan County - Rapid Re-Housing - CoC (7390)
Case Manager: Helen Housing Test
Note Date: 07/13/2020
Note:

07/13/2020 9:50 AM

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
Notes: Referrals

- Select Need and Add Terms
## Notes: Referrals

- Scroll to the Bottom
- Select Notes
- Save All

### Need Data

| Date of Need * | 07 / 13 / 2020 |

### 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>

- In Progress
- Select
- Select

[Remove All Needs]
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
Notes: Referrals
Notes: Referrals

- Referrals Tab to see Referral from Agency Side

<table>
<thead>
<tr>
<th>Need Date</th>
<th>Referred Date</th>
<th>Referred To</th>
<th>Referral Outcome</th>
<th>Need Type</th>
<th>Need Status</th>
<th>Need Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/13/2020</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>In Progress</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Showing 1-1 of 1
Notes: Referrals

• Display set up on the Referral Tab
Notes: Referrals

• Now editable!

Provider:
Heading Home - Rowan County - Rapid Re-Housing - CoC (7390)

Need:
Landlord/Tenant Dispute Resolution (FT-4500.4600)

Date of Need:
07/13/2020 10:30 AM

Notes:
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
Notes: Service Transactions

• Add Need through Service Transaction Dashboard
Notes: Service Transactions

- Add Note to Service Transaction

```markdown
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Creating User</th>
<th>Start Date</th>
<th>End Date</th>
<th>Service Type</th>
<th>Provider Specific Service</th>
<th>Service Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heading Home - Rowan County - Rapid Re-Housing - CoC (7390)</td>
<td>Andy Phillips</td>
<td>07/13/2020</td>
<td>11:00 AM</td>
<td>Case/Care Management (PH-1000)</td>
<td>-Select-</td>
<td>SW Client and got an update on their housing search and a new job. Job is going well; long hours but they're making it work. Housing search isn't as great, finding places just outside a sustainable range. HH</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Costs</th>
<th>Number of Units</th>
<th>Unit Type</th>
<th>Cost per Unit</th>
<th>Total Cost of Units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>-Select-</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Notes: Service Transactions

- Select the Service, not the Need, to edit the note.
## 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 27&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Next Durham CoC HMIS Users Meeting</td>
</tr>
<tr>
<td>Sept/Oct</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>
Contact NCCEH
hello@ncceh.org
919.755.4393

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