Durham
HMIS Users Meeting
May 2018

The Data Center at NCCEH
Agenda

1. System Performance Measures
2. Coordinated Entry in HMIS
   • CE Sharing
   • CE Roles
   • CE Reminders
3. NCCEH Updates & Reminders
System Performance Measures
System Performance Measures

1. Length of Time Homeless
2. Return to Homelessness
3. Number of Homeless
4. Increase in Income
5. First Time Homeless
6. Exits and Retention of PH
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
How do agencies prepare SPMs?

Agency Admins should run and correct the 0640
Data Center staff will also review each system-level report

Data Center will contact agencies with corrections that will need a timely reply

Corrected data sent to CoC for submission
Durham Coordinated Entry
Referrals in HMIS
Durham CoC’s Coordinated Entry System is expanding in HMIS

HMIS will track:

• VI-SPDATs, VI-FSPDATs, TAY-SPDATs
• Community-wide prioritization lists via By Name List report
• Matches and Housing Move-Ins to permanent housing
Coordinated Assessment in HMIS will improve our system

• Better track data on who needs services, who gets housing, how long it takes, etc.
• Close all side doors for better coordination of resources.
Quick Coordinated Assessment Refresher

Access Points
- Emergency shelters
- DSS (for Families)
- Street outreach
- Where ever people show up

Prevention and Diversion screen
- Diversion
  Every P&D should include a diversion discussion

Emergency Services (shelter, DV) or street outreach
- Self resolve
- VI-SPDAT

Case Management
- RRH
- PSH

Prioritization meeting or case conferencing
- Other permanent housing
  Every person who needs RRH/PSH should be on the community-wide list and discussed at this meeting.

Community-wide by-name list
No referrals at this point to specific programs.
Sharing Data in HMIS
Steps to sharing data in HMIS

1. All parties develop/review an External Sharing Agreement with the Data Center (that’s today!)
2. All parties sign the External Sharing Agreement
3. All parties receive updated HMIS Client Consent forms from the Data Center
4. The Data Center establishes External Sharing in HMIS
5. All parties begin collecting client consent, entering HMIS data and sharing it!
How can sharing work?

Sharing is specific to the projects, objects, and moves forward in time.
How does consent work?

The client indicates **if**, and **how** their data should be **shared** in NC HMIS.

With written consent and a Yes electronic ROI.
How does consent work?

The client indicates if, and how their data should be shared in NC HMIS.

Without written consent and a Yes electronic ROI.

* Call the Helpdesk for locking down clients
How can sharing work?

Sharing is specific to the projects, objects, and moves forward in time.
Which data objects are required does Durham want to share?

- Client Record (Name, SSN, Vet Status)
- Client Demographics
- Households tab
- Entry/Exits (dates and project name)
- Entry/Exit Assessments (intake, interim, exit questions)
- VI-SPDAT, VI-FSPDAT, TAY-SPDAT
- Housing Match assessment (project, date matched)
- File Attachments
- Needs (Service Transactions, Referrals)
- Case Plan (Goals, Case Notes)
- Case Manager
Which data objects are required for the BNL Report?

- Client Record (Name, SSN, Vet Status)
- Client Demographics (on Profile Tab)
  - Households tab
- Entry/Exits (dates and project name)
- Entry/Exit Assessments (intake, interim, exit questions)
- VI-SPDAT, VI-FSPDAT, TAY-SPDAT
- Housing Match assessment (project, date matched)
  - File Attachments
  - Needs (Service Transactions, Referrals)
  - Case Plan (Goals, Case Notes)
  - Case Manager

Community agreed to
Who should be able to run the BNL report?

- CoC
- Literally Homeless Projects
- Permanent Housing Projects
- ____________
How often will clients be matched or referred?

- Every week
- Every two week
- Every month (not recommended)
- _______________
How should the VI-SDAT look in HMIS?

With Script?

Opening Script

Every assessor in your community regardless of organization completing the VI-SDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SDAT being completed
- that it usually takes less than 7 minutes to complete
- that only “Yes,” ”No,” or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question or the assessor does not understand the question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal
What (if any) questions do we need to add to VI-SPDAT?

☐ In what language do you feel best able to express yourself?
☐ Consent to Participate
☐ On a regular day, where is it easiest to find you and what time of day is easiest to do so? (collect multiple locations)
☐ Is there a phone number and/or email where someone can safely get in touch with you or leave you a message? (collect multiple phone numbers)
☐ OK, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?
☐ ______________
# Roles and Responsibilities in HMIS

As originally suggested by OrgCode:

<table>
<thead>
<tr>
<th>Step</th>
<th>Responsible Party</th>
<th>Backup Party if...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Homeless Project Entry (SO, ES, TH)</td>
<td></td>
<td></td>
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<tr>
<td>Enter client into BNL project</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add VI-SPDAT or VI-FSPDAT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add Housing Match provider &amp; date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add Enrollment or Unassignment Reason</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add Enrollment or Unassignment date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add Housing Move-In Date</td>
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<td></td>
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<tr>
<td>Exit client out of BNL Project</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>What else?</em></td>
<td></td>
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</tr>
</tbody>
</table>
When do you want to start sharing?

• All agencies must sign the agreement before sharing can begin
• Sharing is forward in time because we need client consent
Reminders for HMIS Entry with Sharing
Rules of the Road

1. All parties must maintain HMIS Licenses according to CoC policies
2. All parties must enter data completely, accurately, and to the latest HUD Data Standards
3. All parties must be able to enter data in a timely manner
Why use Enter Data As?

**Data Quality**
Enter Data As is used to ensure data is put in the correct place.

**Consent**
The client agreed to have their data entered for a specific project.

**Visibility**
Certain data is seen or shared depending on the visibility settings attached to the project.
Client Release of Information

Every client must have an electronic ROI entered into HMIS (e-ROI)

• If only internal sharing, the signed Client Acknowledgement of Rights form is e-ROI
• If external sharing, the client indicates if, and how their data should be shared in NC HMIS

ROI are entered to trigger security, visibility, and sharing
Electronic Release of Information (e-ROI) Tips

- For every client served
  - If clients need to be locked down call the Helpdesk

- Must match project name at entry (level 5)

- Good for three years

Option to attach paper documentation to record in HMIS

Do not delete old/expired ROIs!
By Name List Report reminders

Show off your Excel Skills
Filtering and Sorting in Excel are essential for reviewing BNL reports

Edits to BNL must occur in HMIS
If anything is noted in the Excel report, no one else can see it!

With great power...
Protect client privacy by not saving or distributing this comprehensive report
Next Steps

☑ All parties develop/review an External Sharing Agreement with the Data Center (that’s today!)
☑ All parties sign the External Sharing Agreement
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How to Enter into HMIS
NCCEH Updates & Reminders
Who enters a Housing Move-In Date?

Do Not Enter for:
• Any Homeless Prevention, Emergency Shelter, Transitional Housing, Supportive Services clients

Enter Housing Move-In Date for:
• All Rapid Re-Housing project clients
• PSH projects only if paying financial assistance
When a client leaves housing

Don’t remove the move-in date - The original Housing Move-In Date was still a lot of work!

• HUD says: Exit the client and start a new Entry if the Housing search resumes.

How will this impact your workflow?
Are there other complicated Move-In situations that you’ve seen?
New Guidance: When a client leaves housing

Separate Entries for separate Housing efforts
- Exit clients from the HMIS Project to illustrate they left their housing
- Exit Destination should be set to where they stay the night after leaving
- Add a new HMIS Project Entry to illustrate the housing search process
- If new housing found, enter an Interim Update for the next Housing Move-in Date

<table>
<thead>
<tr>
<th>Program</th>
<th>Type</th>
<th>Project Start Date</th>
<th>Exit Date</th>
<th>Interims</th>
<th>Follow Ups</th>
<th>Client Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triangle Family Services - Wake County - Rapid Re-Housing - County (7074)</td>
<td>HUD</td>
<td>5/10/2018</td>
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<td>Triangle Family Services - Wake County - Rapid Re-Housing - County (7074)</td>
<td>HUD</td>
<td>05/01/2018</td>
<td>05/09/2018</td>
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A new Homeless Management Information System at the North Carolina Coalition to End Homelessness will be launched in early July 2018!

**What Should I Expect?**
- New User Agreements for each licensed HMIS User
- New and improved training, workflows and forms
- A new ServicePoint website URL

**What Should I Do Now?**
- Has your agency sent in the contact info for Agency Agreements Signers?
- Keep entering data into NCHMIS until notified to stop – we’ll notify in June.
- Ask us questions! Contact Ben Bradley, NCCEH Project Specialist ([Ben@ncceh.org](mailto: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

<table>
<thead>
<tr>
<th>Due</th>
<th>Report Name</th>
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<tbody>
<tr>
<td>May 31</td>
<td>System Performance Measures Deadline</td>
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<tr>
<td>May 31</td>
<td>Next In-Person HMIS Entry/Exit in Raleigh</td>
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<tr>
<td>June 21</td>
<td>BoS HMIS Users Meeting</td>
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<tr>
<td>July</td>
<td>HMIS@NCCEH</td>
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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

919.755.4393 or bos@ncceh.org
for BoS support