NC HMIS
BoS User’s Meeting
June 2018

The Data Center at NCCEH

North Carolina Coalition to End Homelessness
securing resources  encouraging public dialogue  advocating for public policy change
June HMIS User Meeting Agenda

1. Introductions
2. HMIS Updates
3. System Performance Measures Data
4. DQ Check:
   a. Exit Destination
   b. Timeliness
5. NCCEH Reminders
6. Helpdesk Q&A
Make sure you’re counted!

This box is located in the top, center of your screen
Enter your name so we know who’s here

1. Click this icon

2. Settings

3. Enter your name here
Ask questions

1. On the computer, use the chat box
   Click this icon

2. On the phone, hit *6 to unmute yourself to ask a question
HMIS Updates
Exit Destination Guide update

- Clarification from HUD on College and Military Housing
  - Rental by client with ongoing subsidy

- Clarification from HUD on students staying with family
  - Staying or Living with Family, permanent tenure

### NC HMIS Exit Destination Guide

**2017 Data Standards v3**

<table>
<thead>
<tr>
<th>Permanent Destinations</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moved from one HOPWA funded project to HOPWA PH</td>
<td>HOPWA – Housing Opportunities for Persons with AIDS PH – Permanent Housing.</td>
</tr>
<tr>
<td>Owned by client, no ongoing housing subsidy</td>
<td>The client owns the unit they are living in and has no ongoing housing subsidy attached to it.</td>
</tr>
</tbody>
</table>
Disabling Condition

HUD clarified this week that Disabling Condition is only collected at Entry

• Should always be accurate on the Entry Assessment
• No estimate yet MCAH if any changes in assessments are forthcoming
CoC-APR and ESG-CAPER
Updates coming in October
  • PSH will be included in Housing Move-In date question

SSVF Export
Updates complete for SSSVF providers.
  • DQ report only appears on the Repository once a submission is accepted
SPMs
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?

Federal Fiscal Year: October 1, 2016 to September 30, 2017 (and up to 24 months back)

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
Definition
The length of time persons are homeless in emergency shelter, safe haven and transitional housing projects

Goal
Reduction in the average and median length of time persons remain homeless
Meet Henrietta
Length of Time Homeless

Measure 1a Based on Entries and Exits

ES Program Entry: 12/1/15
ES Program Exit: 12/31/15

TH Program Entry: 1/1/16
TH Program Exit: 6/1/16

30 + 152 = 182
Length of Time Homeless

Measure 1b Based on Approximate Start Date + Entries and Exits

Approx. date homelessness started: 11/1/15

30 + 30 + 152 = 212

ES Program Entry: 12/1/15
ES Program Exit: 12/31/15
TH Program Entry: 1/1/16
TH Program Exit: 6/1/16
Approximate Start Date is in the Homeless History section of HMIS Intake

<table>
<thead>
<tr>
<th>Prior Living Situation (Immediately Prior to Entry)</th>
<th>Place not meant for habitation (HUD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of Stay in Previous Place</td>
<td>One month or more, but less than 90 days ▼</td>
</tr>
<tr>
<td>Approximate date homelessness started:</td>
<td>01 / 01 / 2017 ▶ ▶</td>
</tr>
<tr>
<td>Regardless of where they stayed last night -</td>
<td>Four or more times (HUD) ▼</td>
</tr>
<tr>
<td>Number of times the client has been on the</td>
<td></td>
</tr>
<tr>
<td>streets, in ES, or SH in the past three years</td>
<td></td>
</tr>
<tr>
<td>including today</td>
<td></td>
</tr>
<tr>
<td>Total number of months homeless on the street,</td>
<td>6 ▼</td>
</tr>
<tr>
<td>in ES or SH in the past three years</td>
<td></td>
</tr>
</tbody>
</table>
What’s the difference between Average and Median?

Average = 70 days
Adding 30, 45, 60, 90 and 125 and then dividing by five equals 70 days

Median = 60 days
50% of clients stayed less than 60 days and 50% stayed more than 60 days and
Average Length of Time Homeless by Year

Average LOT in ES

<table>
<thead>
<tr>
<th>Year</th>
<th>LOT</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY15</td>
<td>79</td>
</tr>
<tr>
<td>FY16</td>
<td>77</td>
</tr>
<tr>
<td>FY17</td>
<td>61</td>
</tr>
</tbody>
</table>

Average LOT in ES and TH

<table>
<thead>
<tr>
<th>Year</th>
<th>LOT</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY15</td>
<td>99</td>
</tr>
<tr>
<td>FY16</td>
<td>90</td>
</tr>
<tr>
<td>FY17</td>
<td>77</td>
</tr>
</tbody>
</table>
Median Length of Time Homeless by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median LOT in ES</td>
<td>33</td>
<td>32</td>
<td>32</td>
</tr>
<tr>
<td>Median LOT in ES and TH</td>
<td>41</td>
<td>35</td>
<td>37</td>
</tr>
</tbody>
</table>
Entries, Exits, and Null Data Impact

Entries/Exits

- Date accuracy
- Project type (only for ES and TH are included)

Inaccurate Responses

ES and TH entries need clients in beds. Are there practices that prevent accurate Entry or Exit dates?

What else do you notice?

Remember: Missing data is ALWAYS better than inaccurate data
Returns to Homelessness

**Definition**
The number of persons who return to street outreach, emergency shelter, transitional housing or permanent housing projects after previously exiting to a permanent housing destination.

**Goal**
Reduction in the percent of persons who return to homelessness.
Client is a homeless project

Client exits homelessness to a permanent housing destination

Client is no longer housed and returns to homelessness
Percentage of Permanent Housing Returns to Homelessness in 2 Years

Source: BoS SPM data
Entries, Exits, and Null Data Impact

Entries/Exits
Date accuracy

Inaccurate Responses
Exit Destination – are destinations collected from clients, staff and HMIS? Are they corrected is new information is discovered?

What else do you notice?

Remember: Missing data is ALWAYS better than inaccurate data
Definition

(1) The number of sheltered and unsheltered homeless persons counted as homeless on PIT

(2) The number of sheltered homeless in HMIS in ES, SH and TH during the reporting period

Goal

Reduction in the number of persons who are homeless
Number of Homeless Persons

PIT Night Count

Unsheltered + Sheltered

HMIS Annual Data

All clients who entered a homeless project during the reporting period
Unduplicated Annual Count

<table>
<thead>
<tr>
<th></th>
<th>FY 2015</th>
<th>FY 2016</th>
<th>FY 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Persons in ES or TH</td>
<td>6039</td>
<td>6322</td>
<td>6258</td>
</tr>
</tbody>
</table>

Source: BoS SPM data
Entries, Exits, and Null Data Impact

Entries/Exits
- Date accuracy
- Client Search before entering

Inaccurate Responses
- Deduplication reviews Client Profile information – Name, SSN, Veteran Status, and Date of Birth

What else do you notice?

Remember: Missing data is ALWAYS better than inaccurate data
4 Employment and Income Growth

Definition

Percentage change in the number of clients with employment income, non-employment, and total income

Divided into two groups: stayers with at least one Annual Assessment and leavers exiting during the reporting period

Only for CoC Funded Projects

Goal

Increase in the percent of adults who gain or increase employment or non-employment cash income over time
Increases in Employment and Income amongst Stayers

Source: BoS SPM data
Increases in Employment and Income amongst Leavers

- Leavers with Increased Earned Income:
  - FY 15: 9%
  - FY 16: 13%
  - FY 17: 16%

- Leavers with Increased Non-Employment Income:
  - FY 15: 24%
  - FY 16: 17%
  - FY 17: 18%

- Leavers with Increased Income (Total):
  - FY 15: 31%
  - FY 16: 28%
  - FY 17: 32%

Source: BoS SPM data
Interims and Sub-Assessments Impact

Interim Updates and Annual Assessments
Income data collection points

Inaccurate Responses
Income can be hard to enter, but the Data Center has guidance!

What else do you notice?

Remember: Missing data is ALWAYS better than inaccurate data
First Time Homeless

Definition

(1) Change in the number of homeless persons in ES, SH, and TH projects with no prior enrollments in HMIS

(2) Change in the number of persons in ES, SH, TH, and PH projects with no prior enrollments in HMIS

Goal

Reduction in the number of persons who become homeless for the first time
Clients Served for the First Time
without entries in last two years

<table>
<thead>
<tr>
<th>Year</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients entering ES or TH (with no enrollments for 2 years)</td>
<td>4069</td>
<td>4450</td>
<td>4432</td>
</tr>
<tr>
<td>Clients entering ES, TH or PH (with no enrollments for 2 years)</td>
<td>5222</td>
<td>5791</td>
<td>5456</td>
</tr>
</tbody>
</table>

Source: BoS SPM data
Entries and Exits Impact

Entry/Exit

This measure relies on accurate client enrollments

What else do you notice?

Remember: Missing data is ALWAYS better than inaccurate data
Permanent Housing Placement & Retention

**Definition**

The number of clients enrolled in emergency shelter, transitional housing, rapid rehousing or permanent supportive housing who exit to permanent housing destination or remain in permanent housing.

**Goal**

Increase in percentage of people who exit to or retain permanent housing.
7b.1 Change in exits to permanent housing destinations from Emergency Shelter, Transitional Housing, or Rapid Re-Housing
7b.2 Change in exits to permanent housing from Permanent Supportive Housing

10/1/2016

10/30/16

PSH Project Entry

8/31/17

PSH Project Exit to Other PH Destination

9/30/2017
7 Permanent Housing Placement & Retention

7b.2 Change in retention of permanent housing from Permanent Supportive Housing

- 10/1/2016: PSH Project Entry
- 10/30/16: In PSH Project
- 9/30/17: Still enrolled at end of reporting period
- 9/30/2017: Still enrolled at end of reporting period
Exits to (or Retention of) Successful Destinations

SO Exits to positive destinations:
- FY15: 53%
- FY16: 28%
- FY17: 39%

ES, TH, and RRH Exits to permanent destinations:
- FY15: 42%
- FY16: 43%
- FY17: 43%

PSH retention or exits to permanent destinations:
- FY15: 96%
- FY16: 97%
- FY17: 99%

Source: BoS SPM data
Null Data Impact

**Inaccurate Responses**

Exit Destination is essential for measuring outcomes; use the [Data Center guide](#) to select the right one!

**What else do you notice?**

> Remember: Missing data is ALWAYS better than inaccurate data
Data Quality
System Performance Measures
Exits Destinations DQ Completeness

<table>
<thead>
<tr>
<th></th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>SO</td>
<td>31%</td>
<td>30%</td>
<td>58%</td>
</tr>
<tr>
<td>ES</td>
<td>47%</td>
<td>42%</td>
<td>34%</td>
</tr>
<tr>
<td>TH</td>
<td>12%</td>
<td>17%</td>
<td>17%</td>
</tr>
<tr>
<td>RRH</td>
<td>7%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>PSH, OPH</td>
<td>3%</td>
<td>1%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Source: BoS SPM data
<table>
<thead>
<tr>
<th>Days</th>
<th>Percentage of Null Destinations</th>
<th>Count of Entry Records</th>
<th>Count Exit Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 days</td>
<td>5%</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>1-3 days</td>
<td>0%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>4-6 days</td>
<td>10%</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>7-10 days</td>
<td>5%</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>11+ days</td>
<td>80%</td>
<td>85%</td>
<td></td>
</tr>
</tbody>
</table>

Source: BoS SPM data
FY17 Timeliness DQ - ES

Source: BoS SPM data
FY17 Timeliness DQ – TH

Source: BoS SPM data
FY17 Timeliness DQ – RRH

Source: BoS SPM data
FY17 Timeliness DQ – PSH

Source: BoS SPM data
NC County of Service

• Wouldn’t all this data be great to have on a regional basis? Make sure you complete NC County of Service for all 2018 clients!
  • Multi-county agencies have this requirement for 2017 clients as well

• Run the All Clients Demographics report in ART to check
## Upcoming Dates & Deadlines

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 21&lt;sup&gt;st&lt;/sup&gt;</td>
<td>BoS HMIS Users Meeting</td>
</tr>
<tr>
<td>June 26&lt;sup&gt;th&lt;/sup&gt;</td>
<td>HMIS@NCCEH Update Webinar</td>
</tr>
<tr>
<td>June 30&lt;sup&gt;th&lt;/sup&gt;</td>
<td>State ESG QPR Deadline (Jan-Mar)</td>
</tr>
<tr>
<td>&lt;i&gt;July&lt;/i&gt;</td>
<td>HMIS@NCCEH</td>
</tr>
<tr>
<td>July 19&lt;sup&gt;th&lt;/sup&gt;</td>
<td>BoS HMIS Users Meeting</td>
</tr>
<tr>
<td>July 31&lt;sup&gt;st&lt;/sup&gt;</td>
<td>State ESG QPR Deadline (Jan-Jun)</td>
</tr>
</tbody>
</table>
HMIS @NCCEH Update

A new Homeless Management Information System at the North Carolina Coalition to End Homelessness will be launched soon!

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?
- 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) if you have any questions. If needed, he’ll schedule time for you to speak with Denise Neunaber, NCCEH Executive Director.
We are here to help you!

**Project Changes**
- New
- Closing

**Funding Changes**
- New source
- Ending
- Transferred
- Consolidated

**Staff Changes**
- New
- Resigned or Terminated
- Position Change

**Questions**
- Data Standards
- Data Entry
- Reporting
- HMIS Compliance
- Anything!
Data security depends on all of us

- Do not leave your computer logged in & unattended
- Do not share passwords
- Alert us when staff with access to HMIS leave your agency
Question & Answer
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