October’s Agenda

Longitudinal System Analysis (Report)
  Bed and Unit Inventory

NC Natural Disaster/Storms

System Updates

Guided Meditation

What’s Next Calendar
Longitudinal System Analysis
What’s the LSA again?

The Annual Homeless Assessment Report (AHAR) is the report to Congress on the extent and nature of homelessness in America.

- Annual HMIS Data, PIT, and HIC
- Federal Fiscal Year 2018 (10/1/2017 – 09/30/2018)
- Visualizes progress of the federal strategic plan, *Opening Doors*
- Continuums of Care nationwide are included

The Longitudinal System Analysis (LSA) report produced from a CoC’s HMIS and contains the data used to write the AHAR.
The LSA contains data from 3 sources

- HMIS
- Point in Time Count (PIT)
- Housing Inventory Count (HIC)
HMIS is the largest data source - IT MATTERS!

Universal Data Elements
Demographic data
Income
Disability

Project Descriptor Elements
Project Type
Bed and Unit Inventories
What HMIS client data is included?

October 1, 2017 to September 30, 2018 (12 months)

ES, TH, RRH and/or PSH projects operating during the reporting period

Clients active during the reporting period
PLUS days outside of this window (for continuous stays)
AND data from any returns to homelessness in the past 3 years
Data Submission and Analysis Process

Data Preparation

- LSA Report in HMIS
- Point in Time Count (submitted)
- Housing Inventory Count (submitted)

Data Submission

- HUD Data Exchange 2.0

Data Review

- Data Liaison Team reviews

Data Analysis

- AHAR to Congress
Good News for Durham

We’ve reviewed preliminary data - in Durham, most project types had a rate of missing data was less than 10%!

We are still waiting on the OFFICIAL report to be released. In the meantime, we’ll focus on correcting the following the most common Durham data quality issues:

- Missing Prior Living Situation Data
- Missing Stability of Previous Night’s Living Arrangement Data
- Incomplete HUD Verification
- Long Stayers in Emergency Shelter
- Children enrolled in projects alone (without adults 18+)
- Utilization rates under 65% or over 105%
Ask clients and/or review files for missing data

<table>
<thead>
<tr>
<th>What’s the problem?</th>
<th>UDEs were not entered into HMIS at client entry, interim and/or exit</th>
</tr>
</thead>
</table>
| How do I find this error? | ✓ Run the 0640 HUD Data Quality Framework in ART  
✓ No ART license? Run the CAPER (ES, RRH) or APR (TH, RRH, PSH)  
✓ Review the client detail tab |
| How do I fix this error? | ✓ Review client file for information  
✓ If information is in file, enter into HMIS  
✓ Call NCCEH Data Center for SSN entry |

Missing data is *always* better than inaccurate data
Incomplete HUD Verifications cause errors

<table>
<thead>
<tr>
<th>What’s the problem?</th>
<th>Incomplete HUD verification on disability, income, benefits and/or health insurance sub assessments</th>
</tr>
</thead>
</table>
| How do I find this error? | ✓ Run the 0252 Data Completeness Report Card in ART  
✓ Review the client detail tab |
| How do I fix this error? | ✓ Review client file for documents verifying disability, income, benefits and/or health insurance  
✓ If information is in file, complete HUD verification in HMIS |

Missing data is *always* better than inaccurate data
Review entries where children are enrolled alone

<table>
<thead>
<tr>
<th>What’s the problem?</th>
<th>Child (under 18) enrolled in project without an adult (18+)</th>
</tr>
</thead>
<tbody>
<tr>
<td>How do I find this error?</td>
<td>NCCEH Data Center staff will contact agencies directly to correct this error</td>
</tr>
<tr>
<td>How do I fix this error?</td>
<td>✓ Child’s entry alone has to be deleted and re-created from the HoH’s entry&lt;br&gt;✓ Use the <em>How to Correct Child Alone Issues in ClientPoint and ShelterPoint</em> PDF</td>
</tr>
</tbody>
</table>
### Ensure clients no longer in project are exited

<table>
<thead>
<tr>
<th>What’s the problem?</th>
<th>Clients no longer receiving services/staying in a bed are still enrolled in the project in HMIS</th>
</tr>
</thead>
<tbody>
<tr>
<td>How do I find this error?</td>
<td>✓ Run the 0216 Unexited Clients Exceeding Max Length of Stay report</td>
</tr>
<tr>
<td>How do I fix this error?</td>
<td>✓ Review client file, consult with other staff to get information about date of client exit</td>
</tr>
<tr>
<td></td>
<td>✓ Exit client from project using date</td>
</tr>
</tbody>
</table>
Bed & Unit Inventory
Three Elements to B/U in HMIS

Household Type  Housing Type  Availability
Three Household types for beds

1. Households without children
2. Households with at least one adult and one child
3. Households with only children
What if your beds are **not** limited by household type?

If your project does not divide beds by household type:
1. Use how many were used by each household type on the PIT night
2. Estimate typical divisions, such as 1/3 families, 2/3 single adults
3. Average the number of beds for each household type over a period of time, like a week or a month
Three Housing types for beds

1. Site-Based – clustered/multiple sites
2. Site-Based – single site
3. Tenant based – clustered/multiple sites
Three Availability types for B/U

Beds are incorporated into utilization according to their availability to clients

1. Year-round
2. Overflow
3. Seasonal
What was your inventory on these dates?

LSA report review Bed & Unit Inventory on 4 days
  • October 25\textsuperscript{th}
  • January 30\textsuperscript{th}
  • April 25\textsuperscript{th}
  • July 25\textsuperscript{th}

HMIS \textit{must} be up to date for these dates
Have there been changes to your beds?

1. Go to [ncceh.org](https://www.ncceh.org)

2. Click Data Center, HMIS, and About HMIS

3. Go to NCCEH Data Center Forms to find the:

4. Data Center Bed & Unit Inventory Update Form
What to expect – 2018 Timeline

- **October 31, 2018**: HDX 2.0 Opens for Official LSA Submissions
- **November 9, 2018**: Test LSA Upload Deadline
- **November 30, 2018**: Official LSA Submission Deadline
- **Late December**: Outreach from Review Team Data Liaisons Begins
- **Late January**: Deadline to Resolve Data Quality Flags with Data Liaison and Mark Data Complete
- **Within 3 Business Days**: Deadline to Confirm LSA Data
- **Late February**: Data Usability Determinations Communicated to CoCs
NC Natural Disaster/Storm Resources

If any client has been displaced by a storm, the first step is to register: disasterassistance.gov

Hurricane Florence specific resources are listed online at: ncceh.org/hurricaneflorence

Clients may be eligible for disaster re-housing funds through Back@Home
**NC Natural Disaster/Storm questions in HMIS**

**NATURAL DISASTER/STORM**

**ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS**

Are you experiencing homelessness due to a recent natural disaster/storm?

- Select -

> If the client answered "Yes", you must click the Add button below to complete the sub-assessment.

### NC Natural Disaster/Storm

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>What natural disaster/storm caused you to evacuate and seek other shelter?</td>
<td>- Select -</td>
</tr>
<tr>
<td>Do you know if the place you were living was destroyed by the natural disaster/storm, seriously damaged but not destroyed, or not seriously damaged?</td>
<td>- Select -</td>
</tr>
<tr>
<td>If the place you were living was destroyed or damaged in any way, do you have insurance to cover losses?</td>
<td>- Select -</td>
</tr>
<tr>
<td>Have you registered with FEMA for assistance?</td>
<td>- Select -</td>
</tr>
<tr>
<td>As of today, what are your plans for housing?</td>
<td>- Select -</td>
</tr>
</tbody>
</table>

**End Date**
NC Natural Disaster/Storm questions in HMIS

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are resources and partners available during natural disasters/storms that can help you. Do we have your permission to use this information to coordinate with them to help you get resources and assistance?</td>
<td>-Select-</td>
</tr>
<tr>
<td>What natural disaster/storm caused you to evacuate and seek other shelter?</td>
<td>-Select-</td>
</tr>
<tr>
<td>If the client said &quot;Other&quot;, please enter the name of the natural disaster/storm in the space provided.</td>
<td></td>
</tr>
<tr>
<td>What NC County were you living in immediately prior to the natural disaster/storm?</td>
<td>-Select-</td>
</tr>
<tr>
<td>What was your living...</td>
<td></td>
</tr>
</tbody>
</table>
Have you printed new forms yet?

1. Go to ncceh.org

2. Click Data Center, HMIS, and About HMIS

3. Go to NCCEH Data Center Documents to find the:

4. Find your project’s Assessment Documents
Report Updates in NC HMIS
APR and CAPER updates

All Projects now have accurate counts for the 4 dates used for utilization

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Without Children</th>
<th>With Children and Adults</th>
<th>With Only Children</th>
<th>Unknown Household Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>45</td>
<td>8</td>
<td>37</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>April</td>
<td>45</td>
<td>8</td>
<td>37</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>July</td>
<td>43</td>
<td>7</td>
<td>36</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>October</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

*If the date range of the report doesn’t cover all 4 dates, the clients won’t appear*
APR and CAPER updates

PSH Projects can now measure how long it takes for a client to move-in

<table>
<thead>
<tr>
<th>Length of Time between Project Start Date and Housing Move-in Date</th>
<th>Total</th>
<th>Without Children</th>
<th>With Children and Adults</th>
<th>With Only Children</th>
<th>Unknown Household Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 days or less</td>
<td>36</td>
<td>7</td>
<td>29</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>8 to 14 days</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15 to 21 days</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>22 to 30 days</td>
<td>9</td>
<td>0</td>
<td>9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>31 to 60 days</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>61 to 180 days</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>181 to 365 days</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>366 to 730 Days (1-2 Yrs)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total (persons moved into housing)</strong></td>
<td><strong>45</strong></td>
<td><strong>7</strong></td>
<td><strong>38</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
</tr>
<tr>
<td><strong>Average length of time to housing</strong></td>
<td>5</td>
<td>0</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Persons who were exited without move-in</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>47</strong></td>
<td><strong>9</strong></td>
<td><strong>38</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>
Data Entry flow

What order to enter info?
What order to enter data
NCCEH has updated our website

Walk-through of new ncceh.org
Guided Meditation
If you could get any info from HMIS, what would it be?
Client Data Entry Timeline

Would you like this tool for your project type?
What could we improve for you?

• Guides?
• Fix it tools?
• Training?

Anonymous feedback link:
HMIS@NCCEH
Update
HMIS Transition Continues

Technical update

• The script to copy & purge the HMIS website has several errors identified by NCCEH Quality Assurance

• Current NC HMIS website has several errors that are going to be fixed before NCCEH is allowed to copy

• The script to fix current NC HMIS website is not ready

Launch date?

• No estimated date can be provided until current issue fixed

• Continue entering data into NC HMIS
We’d love your help! Let us know what topics you or your agency needs more support on and how you’d prefer to receive training!!
What’s Next?
## Upcoming Deadlines and Events

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Report Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 26&lt;sup&gt;th&lt;/sup&gt;</td>
<td>State ESG Application deadline (including QPR)</td>
</tr>
<tr>
<td>October 31&lt;sup&gt;st&lt;/sup&gt;</td>
<td>State ESG QPR deadline (Jan-Sept)</td>
</tr>
<tr>
<td></td>
<td>Longitudinal System Analysis (LSA) release</td>
</tr>
<tr>
<td>November 9</td>
<td>Longitudinal System Analysis (LSA) test upload deadline</td>
</tr>
<tr>
<td>November 29&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Next Durham Users Meeting</td>
</tr>
<tr>
<td>November 30</td>
<td>LSA official submission deadline</td>
</tr>
<tr>
<td>Late January</td>
<td>Deadline to resolve LSA data quality flags</td>
</tr>
<tr>
<td>January</td>
<td>Point in Time (PIT) and Housing Inventory Count (HIC)</td>
</tr>
<tr>
<td>April</td>
<td>Point in Time (PIT) Count and Housing Inventory Count (HIC) deadline</td>
</tr>
<tr>
<td>May</td>
<td>System Performance Measure deadline</td>
</tr>
</tbody>
</table>
Data security depends on all of us

- Do not leave your computer logged in & unattended
- Do not share passwords
- Avoid using Internet Explorer or Edge for HMIS
- Only use secure internet connections for client sensitive systems like HMIS
- Update your users with the latest HMIS information
- Alert us when staff with HMIS licenses leave your agency
Question & Answer

Ask us whatever!
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