NC HMIS
Wake HMIS Users Meeting
March 2018

North Carolina Coalition to End Homelessness
securing resources   encouraging public dialogue   advocating for public policy change
March Agenda

1. Welcome + Introductions
2. What can Prior Living Situation data tell us?
3. Importance of Housing Move-In Date
4. Feedback from you!
   • Household Composition
   • Where to expect duplicates
5. What’s next?
Prior Living Situation
How can Prior Living Situation help us paint a picture?

**Eligibility and vulnerability patterns**
Are we sheltering or housing homeless clients? Or at-risk clients? What percentage?

**Completeness and Accuracy**
Where are they just before seeking our help?
How does our workflow collect client data?
First 2 questions are required for all HoH & adults

HOMELESS HISTORY INTERVIEW

Chronic homeless status is determined, by a client’s history of homelessness, disability status, and the length of time spent on the street, in an emergency shelter, or a Safe Haven (SH).

However, intake staff should not instruct the client on the length of time or episodes necessary to qualify as chronically homeless. Responses should simply be the actual client responses.

Questions must be asked exactly as they are presented below.

<table>
<thead>
<tr>
<th>Prior Living Situation (Immediately Prior to Entry)</th>
<th>-Select-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of Stay in Previous Place</td>
<td>-Select-</td>
</tr>
</tbody>
</table>

5
3 categories for Prior Living Situation
Examples of residences in each category

 Literally homeless Situation
  Place not meant for habitation
  Emergency Shelter
  Interim Housing (Chronic Homeless only)

 Institutional Situation
  Hospital
  Foster care
  Jail/Prison

 Transitional & Permanent Housing Situation
  Permanent supportive housing
  Transitional housing
  Rental by client
  Includes Missing/Don’t Know/Refused responses
Prior Living Situation dropdown in HMIS

Questions must be asked exactly as they are presented below.

- Prior Living Situation (Immediately Prior to Entry)
- Length of Stay in Previous Place
- Approximate date homelessness started:
- Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today
- Total number of months homeless on the street, in ES or SH in the past three years
- Housing Status
- Zip Code (of Last Permanent Address, if known)

At Bottom of list:

- Client doesn't know (HUD)
- Client refused (HUD)
- Data not collected (HUD)
### Living Situation in HMIS

(all required)

**Questions must be asked exactly as they are presented below.**

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior Living Situation (Immediately Prior to Entry)</td>
<td>-Select-</td>
</tr>
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<td>Approximate date homelessness started:</td>
<td></td>
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<td>-Select-</td>
</tr>
<tr>
<td>Total number of months homeless on the street, in ES or SH in the past three years</td>
<td>-Select-</td>
</tr>
</tbody>
</table>
Addie enters Emergency Shelter on 08/15/17

<table>
<thead>
<tr>
<th>Question</th>
<th>Addie’s Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence Prior to project entry?</td>
<td>Streets</td>
</tr>
<tr>
<td>Length of stay in prior living situation?</td>
<td>1 year or longer</td>
</tr>
<tr>
<td>Approximate date started?</td>
<td>7/14/2016</td>
</tr>
<tr>
<td>Total # times homeless in past 3 years?</td>
<td>4 or more times</td>
</tr>
<tr>
<td>Total # months homeless in past 3 years?</td>
<td>More than 12 months</td>
</tr>
</tbody>
</table>
Addie enters Emergency Shelter on 08/15/17

**Questions must be asked exactly as they are presented below.**

<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 year or longer (HUD)</td>
</tr>
<tr>
<td>Approximate date homelessness started:</td>
<td>07 / 14 / 2016</td>
</tr>
<tr>
<td>Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today</td>
<td>Four or more times (HUD)</td>
</tr>
<tr>
<td>Total number of months homeless on the street, in ES or SH in the past three years</td>
<td>More than 12 months (HUD)</td>
</tr>
</tbody>
</table>
## Destination

<table>
<thead>
<tr>
<th>Definition</th>
<th>Where a client will stay just after exiting a project</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection Point</td>
<td>Project Exit</td>
</tr>
<tr>
<td>Subject</td>
<td>All clients</td>
</tr>
<tr>
<td>Special Notes</td>
<td>If client exits without providing destination information to staff, the “No exit interview completed” response should be used</td>
</tr>
</tbody>
</table>
Sometimes we don’t know where clients went...

Henrietta comes to agency get info about services

1st night Henrietta is in a ES/TH bed

Staff verify client was in bed 09/30/17-10/23/17

Henrietta leaves

No destination info is provided
This can lead to ‘red flags’ or null responses

When to select “No exit interview completed”
  • If sources are not available—client did not provide info, staff do not have info, and there is no HMIS data

Want to use Other? Call the us at the Helpdesk first!

Do not enter record inaccurate information
  ✓ Missing data is always better than inaccurate data
HUD encourages us to get more info for Exit Destination

Use all of this information to better understand where the client went after leaving your project
Sometimes responses aren’t updated

- **1/14/18**
  - **Project Entry**
  - **Prior Living Situation:** Hospital

- **1/15/18**
  - **Project Exit**
  - **Destination:** Staying with friends, temporary

- **1/15/18**
  - **Project Start**
  - **Prior Living Situation:** Hospital

- **1/16/17**
  - **Project Exit**
  - **Destination:** Staying with friends, temporary

- **1/18/18**
  - **Project Start**
  - **Prior Living Situation:** Hospital

- **1/19/17**
  - **Project Exit**
  - **Destination:** Staying with friends, temporary
1/14/18
Project Entry
Prior Living Situation: Hospital

1/15/18
Project Exit
Destination: Staying with friends, temporary

1/15/18
Project Start
Prior Living Situation: Hospital

1/16/17
Project Exit
Destination: Staying with friends, temporary

1/18/18
Project Start
Prior Living Situation: Hospital

1/19/17
Project Exit
Destination: Staying with friends, temporary

Is this accurate?
Every response should align with every entry

1/14/18
Project Entry
Prior Living Situation: Hospital

1/15/18
Project Exit
Destination: Emergency Shelter

1/15/18
Project Start
Prior Living Situation: Emergency Shelter

1/16/17
Project Exit
Destination: Staying with friends, temporary

1/18/18
Project Start
Prior Living Situation: Place not mean for habitation

1/19/17
Project Exit
Destination: Staying with friends, temporary
Reports for Prior Living Situation
Where to find Prior Living Situation in Reports

**Eligibility and vulnerability patters**
CoC-APR
ESG-CAPER

**Completeness and Accuracy**
CoC-APR
ESG-CAPER
0408 Client Living Situation
0640 Data Quality Framework
Update and annual Assessment
The HMIS Data Collection Stages

Record Creation: When client record is created

Project Start: At every project start

Update: At multiple points during project enrollment

Annual Review: Recorded no more than 30 days before or after the anniversary date of the HoH’s Project Start Date

Project Exit: At every project exit

Post Exit

*All Permanent Housing projects must record Move-in dates as an Interim Review – Update
Data collected during enrollment

Updates
Information that is collected at multiple points during project enrollment in order to track changes over time or entered to record activities as they occur. Is the only place to record move-in date.

Annual Assessment
Required for clients enrolled in a single project for 365+ days. Must be recorded no more than 30 days before or after the anniversary of the client’s Project Entry Date.

Information must be accurate as of the Information Date
Permanent Housing projects: Add update when client moves into Permanent Housing

- Program Entry: 06/01/16
- Move-In Date: 06/29/16
- Program Exit: 09/01/16

Housing Move-In Date = 06/29/2016

Add an Update to enter the date

The Housing Move-In Date MUST be entered via an INTERIM ASSESSMENT with a timestamp that occurs after the Project Start and before the Project Exit. If client is not in housing leave this question blank.

This question differentiates between clients who are awaiting placement and those who have moved into any type of permanent housing, regardless of funding source or whether the project is providing rental assistance.

**Housing Move-In Date (Head of Household Only)**

| Housing Move-in Date | Date Format | Calendar |Clock |
Updates in ClientPoint

Updates are entered through “Interims”
Adding an Interim Review

<table>
<thead>
<tr>
<th>Review Date</th>
<th>Review Type</th>
<th>Client Count</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Add Interim Review</td>
<td>No matches.</td>
</tr>
</tbody>
</table>
Include appropriate HH member

Select type of review from drop-down
Enter Review Date + Save & Continue
Complete Update data entry

Don’t forget other Household Members
When to complete an Annual Assessment

<table>
<thead>
<tr>
<th>Date Type</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Entry Date</td>
<td>10/17/2016</td>
</tr>
<tr>
<td>Client Anniversary Date</td>
<td>10/17/2017</td>
</tr>
<tr>
<td>30 days before Anniversary Date</td>
<td>09/17/2017</td>
</tr>
<tr>
<td>30 days after Anniversary Date</td>
<td>11/16/2017</td>
</tr>
</tbody>
</table>

When to record the Annual Assessment?
Within 09/17/2017 – 11/16/2017
Annual Assessment is now based on HoH Start Date

Conducted no more than 30 days before or 30 days after the anniversary of the Head of Household’s Project Start Date.

<table>
<thead>
<tr>
<th>Name</th>
<th>R-H</th>
<th>Project Start</th>
<th>Anniversary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Henrietta</td>
<td>HoH</td>
<td>04/17/16</td>
<td>04/17/17</td>
</tr>
<tr>
<td>Sarah</td>
<td>Adult</td>
<td>07/01/16</td>
<td>04/17/17</td>
</tr>
<tr>
<td>Anna</td>
<td>Child</td>
<td>09/20/16</td>
<td>04/17/17</td>
</tr>
</tbody>
</table>

Annual assessments are based **solely** on the head of household’s anniversary date.

The annual assessment must include updating both the head of household’s record and any other family member’s at the same time.
Household composition in HMIS

HMIS can help track some aspects of household composition – but has limits

Do households typically stay the same throughout the project enrollment?

What would be useful to know about household composition for your agencies?
Where to expect duplicates?

In preparation for System Performance Measures, the Data Center will review data across agencies for overlapping entries.

Does your agency have any serve clients at the same time as another agency in the community?
What’s on deck
# Upcoming Deadlines and Events

<table>
<thead>
<tr>
<th>Due</th>
<th>Report Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb 28</td>
<td>ES and TH Deadline for PIT/HIC Submissions*</td>
</tr>
</tbody>
</table>
| March - April  | **PIT/HIC**  
|                | *System Performance Measures*                                                |
| March 27       | Entry/Exit Training 10 am -1 pm @ NCCEH                                     |
| April 6        | Next Wake HMIS Users Meeting                                                |
| April 30 - May 1 | Bringing It Home – State Conference (save the date)                          |
| August         | City ESG CAPER                                                              |
| November       | Longitudinal System Analysis (new name for AHAR)                            |
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