March Agenda

System Updates
• Global Visibility issue
• HMIS@NCCEH Launch update
• Point in Time and Housing Inventory Count updates

What’s this mean?
• System Performance Measures (SPMs)

How can we help?
• Data Collection Stages Explained (esp. Permanent Supportive Housing)

What’s Next
System Updates

Global Visibility Issue, HMIS@NCCEH Launch, and PIT/HIC
Global Visibility Issue & Corrective Action Plan

2018 Discovery: Visibility for some clients extended beyond the Agency
   - Cardinal Innovations
   - Volunteers of American

NCCEH Data Center has completed these tasks on your behalf:
   1. Ensured that the “Global” Visibility Group has been removed from all data elements in the system except for the “Client”
   2. Verified that your provider page visibility settings in HMIS do not share additional data elements beyond your Agency

HIPPA Covered Entities should complete an additional internal audit
HMIS@NCCEH Launch

Launch Date?
No, not yet.

How to prepare?
Keep collecting and entering data! Keep an eye out for new agreements to be sent via DocuSign emails.

What is NCCEH doing?
Reviewing the demo site (the test run of the NC HMIS copy) for Quality Assurance.
Point in Time & Housing Inventory Count

Reminders:

0628 HIC Report for Permanent Housing projects requires Client Location

Select when CoC the Head of Household is staying in at every data collection point (Start, Interim, or Exit)
Reminders:
Once you’ve worked with Data Center staff to correct, we’ll send you the link to submit Final Reports. Help us by confirming the data through this submission!

<table>
<thead>
<tr>
<th>Agency</th>
<th>Project Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Link (&amp; Cardinal)</td>
<td>PSH</td>
<td>In Progress</td>
</tr>
<tr>
<td>Inter-Faith Council for Social Service</td>
<td>ES &amp; TH</td>
<td>In Progress</td>
</tr>
<tr>
<td>Volunteers of America</td>
<td>RRH</td>
<td>No Clients on PIT</td>
</tr>
</tbody>
</table>

Any Questions?
System Performance Measures
What do we know?

Can you name any of HUD’s 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
Length of Time Homeless (LOTH)

What is LOTH?

Length of Time + Homeless

# of Days

10

Emergency Shelter
Transitional Housing
Length of Time Homeless (LOTH)

What is LOTH?

Length of Time + Homeless

Clients in 1 year period, looking back 1 year further

# of Days

10

Emergency Shelter

Transitional Housing
Length of Time Homeless (LOTH)

All days in Shelter or Transitional Housing are counted during:

the lookback year & the report year

(10/1/2016 – 9/30/2017) & (10/1/2017 – 9/30/2018)
Length of Time Homeless (LOTH)

All days in Shelter or Transitional Housing are counted during:

- the lookback year
  (10/1/2016 – 9/30/2017)
- the report year
  (10/1/2017 – 9/30/2018)

30 + 152 = 182

ES Program
Entry: 12/1/16
Exit: 12/31/16

TH Program
Entry: 1/1/18
Exit: 6/1/18
Length of Time Homeless (LOTH)

If a client stayed in Shelter or Transitional Housing before or after the lookback year (10/1/2016 – 9/30/2017) and the report year (10/1/2017 – 9/30/2018), those days are not counted.
Length of Time Homeless (LOTH)

If a client stayed in Shelter or Transitional Housing before or after the lookback year (10/1/2016 – 9/30/2017) and the report year (10/1/2017 – 9/30/2018), those days are not counted.

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

TH Program Entry: 11/1/17
TH Program Exit: 2/28/18

30 + 119 = 119
Length of Time Homeless (LOTH)

What is LOTH not?

• Not comprehensive history of Homelessness
• Not time in PH before unit is found
• Not unsheltered homelessness
• Not couch-surfing and housing instability
• Not entries for clients before lookback
What’s the difference between Average and Median?

Average = 30 days
Adding 10, 10, 20, 30 and 80 and then dividing by five equals 30 days

Median = 20 days
50% of clients stayed less than 20 days and 50% stayed more than 20 days and
Length of Time Homeless (LOTH) Part A

Average Days Homeless in Orange CoC

FY 2016  FY 2017  FY 2018

ES Only  ES and TH
Length of Time Homeless (LOTH) Part B

Average Days Homeless in Orange CoC including Approximate Date Homelessness Started

FY 2016
FY 2017
FY 2018

ES Only
ES and TH
Returns to Homelessness

Returns to CoC System after PH Exit

FY 2016
FY 2017
FY 2018

ES
TH
PH

26%
13%
38%

0%
0%
3%

0%
3%
3%
Permanent Housing Exits & Retention Part A

Permanent Housing Exits from ES, TH, or RRH

- FY 2016: 27% Non-PH Exit, 35% PH Exit
- FY 2017: 35% Non-PH Exit, 27% PH Exit
- FY 2018: 34% Non-PH Exit, 34% PH Exit
Permanent Housing Exits & Retention Part B

Permanent Housing Exits & Retention PSH

<table>
<thead>
<tr>
<th>Year</th>
<th>Non-PH Exit</th>
<th>PH Exit</th>
<th>Column1</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2016</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>FY 2017</td>
<td>96%</td>
<td>96%</td>
<td>96%</td>
</tr>
<tr>
<td>FY 2018</td>
<td>97%</td>
<td>97%</td>
<td>97%</td>
</tr>
</tbody>
</table>
Name that Exit Destination!

Whoever can name the most Exit Destinations within each type, wins!
- Other/Null
- Temporary
- Permanent
Data Collection Stages

with Project Start Date and Project Exit Date
Data Collection Stages

Record Creation
- When client record is created in HMIS

Project Start
- When client enrolls in project

Interim: Update
- When client reports a change

Interim: Annual Assessment
- Recorded within 30 calendar days of the HoH’s project start date anniversary

Project Exit
- When client exits project
Data Collection Stages

- **Record Creation**
  - When client record is created
  - HMIS

- **Project Start**
  - At every project start

- **Interim: Update**
  - At multiple points during project enrollment

- **Interim: Annual Assessment**
  - Recorded no more than 30 days +/- the anniversary date of the HoH’s Project Start Date

- **Project Exit**
  - At every project exit

**Project Start assessment**

**Interim assessment**

**Project Exit assessment**
Data Collection Stage: Record Creation

**What**
Creates the client profile and contains data elements collected once or are unlikely to change

**Who**
All clients

**Collection Notes**
Each client should have one Record Creation point in a given database, but may have more than one project start, etc.
Data Collection Stage: Project Start

**What**
When the most data elements are collected through an Entry Assessment (aka Intake) to establish the client’s initial status

**Who**
All clients

**Collection Notes**
Once collected at Project Start, data changes should not be edited on the Entry but through an Update or Annual Assessment
Project Start Date

What
Determines the beginning of client participation in a project
A “snapshot” of the client on their first day

Collection Notes
Data should reflect the client’s status on day 1 of their entry into a project
Different for each project type
Project Start Date

Who
All clients

Data Collection Stage
On Project Start Assessment
# Project Start Date

## Collection Notes

<table>
<thead>
<tr>
<th>Project Type</th>
<th>When do I enter Project Start?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Outreach (SO)</td>
<td>First contact between client and outreach worker</td>
</tr>
<tr>
<td>Residential homeless (ES, TH)</td>
<td>First night the client sleeps in a bed</td>
</tr>
<tr>
<td>Permanent Housing (RHR, PSH)</td>
<td>The date when an eligible client accepts offer of available services</td>
</tr>
<tr>
<td>All Other (SSO, PV)</td>
<td>First services delivered to client</td>
</tr>
</tbody>
</table>
Meet Henrietta

Henrietta is our example client to illustrate real-life context for HMIS data collection and data entry
Project Start Date: Street Outreach

1st Contact: 6/1/2018
2nd Contact: 6/4/2018
3rd Contact: 6/5/2018
4th Contact & Date of Engagement: 6/7/2018
Project Start Date: Street Outreach

6/1/2018
1st Contact

6/4/2018
2nd Contact

6/5/2018
3rd Contact

6/7/2018
4th Contact & Date of Engagement
Project Start Date: Residential Homeless Projects (ES, TH)

- Contacts project - waitlist
- Sleeps in Bed
- Sleeps in Bed & starts case management

Project Start Date: Residential Homeless Projects (ES, TH)

- Contacts project - waitlist
- Sleeps in Bed
- Sleeps in Bed & starts case management
Project Start Date: Permanent Housing (RRH, PSH)

- Referral to project: 6/1/2018
- Eligibility Interview: 6/4/2018
- Case Conferencing or Accepted: 6/5/2018
- Housing Search meeting: 6/8/2018
Project Start Date: Permanent Housing (RRH, PSH)

- **Referral to project**: 6/1/2018
- **Eligibility Interview**: 6/4/2018
- **Case Conferencing or Accepted**: 6/5/2018
- **Housing Search meeting**: 6/8/2018
Project Start Date: Permanent Housing (RRH, PSH) from Shelter

- Sleeps in Bed at Shelter: 6/1/2018
- Coordinated Entry Assessment: 6/15/2018
- Client Accepted and can access RRH services: 6/15/2018
- Housing Search meeting: 6/17/2018
Project Start Date: Permanent Housing (RRH, PSH) from Shelter

- 6/1/2018: Sleeps in Bed at Shelter
- 6/15/2018: Coordinated Entry Assessment
- 6/15/2018: Client Accepted and can access RRH services
- 6/17/2018: Housing Search meeting
Project Start Date: All Other projects (PV, SSO)

- **6/1/2018**: Presents for services
- **6/4/2018**: Community Kitchen meal
- **6/5/2018**: Budgeting Class begins
- **6/8/2018**: Utilities Assistance
Project Start Date: All Other projects (PV, SSO)

- **6/1/2018**: Presents for services
- **6/4/2018**: Community Kitchen meal
- **6/5/2018**: Budgeting Class begins
- **6/8/2018**: Utilities Assistance
Data Collection Stage: Interim Update

What
When elements are collected at multiple points during project enrollment in order to track changes over time or entered to record activities as they occur.

Who
All clients

Collection Notes
This is the only collection stage to record Housing Move-In dates.
Interim Update: What is the date of the Interim?

- Project Start: 6/1/2018
- Earned Income Increases: 6/4/2018
- Meeting with Case Manager: 6/5/2018
Interim Update: What is the date of the Interim?

- Project Start: 6/1/2018
- Earned Income increases: 6/4/2018
- Meeting with case manager: 6/5/2018
Data Collection Stage: Interim Annual Assessments

**What**
When clients have been enrolled in a single project for 365+ days, the current context or any changes must be recorded here.

**Who**
All clients

**Collection Notes**
Anniversary dates are drawn from the Head of Household’s Project Start Dates.
Annuals must be recorded (for all clients) 30 days before or 30 days after the Head of Household’s Anniversary date.
Interim Annual Assessment: What is the date of the Interim?

- Project Start: 8/1/2017
- Earned Income increases: 6/4/2018
- Meeting with case manager: 6/5/2018
- Meeting with case manager: 8/15/2018
Interim Annual Assessment: What is the date of the Interim?

- Project Start: 8/1/2017
- Earned Income increases: 6/4/2018
- Meeting with case manager: 6/5/2018
- Meeting with case manager: 8/15/2018
Data Collection Stage: Project Exit

**What**
When the last data elements are collected through an Exit Assessment (aka Exit Interview) to establish the client’s basic context and destination.

**Who**
All clients

**Collection Notes**
Data should reflect the client’s status on the last day of their entry into a project.
This final stage demonstrates the impact projects have had on clients since their Project Start.
Project Exit Date

What
Determines the end of client participation in a project
A “snapshot” of the client on their last day
Contains the essential outcome element Destination and the last check on the client’s context

Collection Notes
Different for each project type
Project Exit Date

Who
All clients

Data Collection Stage
On Exit Assessment
# Project Exit Date

## Collection Notes

<table>
<thead>
<tr>
<th>Project Type</th>
<th>When do I create an exit?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Outreach (SO)</td>
<td>Client enters another project or finds housing, finds another outreach project, is deceased, or outreach worker cannot find and client has no contacts for 90 days</td>
</tr>
<tr>
<td>Residential homeless (ES, TH)</td>
<td>When a client leaves the bed and does not return that night</td>
</tr>
<tr>
<td>Permanent Housing (RHR, PSH)</td>
<td>When services end and client is no longer official participant on caseload</td>
</tr>
<tr>
<td>All Other (SSO, PV)</td>
<td>When the last services delivered to client</td>
</tr>
</tbody>
</table>
What’s Next?
## What’s Next Calendar

<table>
<thead>
<tr>
<th>Due</th>
<th>Report/Event Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 30th</td>
<td>Orange Point in Time (PIT) Count</td>
</tr>
<tr>
<td>March 1st</td>
<td>PIT and HIC Reports in ART Inbox</td>
</tr>
<tr>
<td><strong>March 22nd</strong></td>
<td><strong>PIT and HIC Reports Submission Deadline</strong></td>
</tr>
<tr>
<td>April 15th</td>
<td>April Orange HMIS Users Meeting</td>
</tr>
<tr>
<td>April 30th</td>
<td>HUD PIT Count and Housing Inventory Count (HIC) deadline</td>
</tr>
<tr>
<td>May 120th</td>
<td>May Orange HMIS Users Meeting</td>
</tr>
<tr>
<td>May 31st</td>
<td>HUD System Performance Measures (SPM) deadline</td>
</tr>
</tbody>
</table>
ncceh.org/hmis
access local support for Balance of State, Durham, & Orange CoCs

919.410.6997 or hmis@ncceh.org
helpdesk for local support