Balance of State
HMIS User’s Meeting
April 2018

The Data Center at NCCEH
Welcome

1. System Performance Measures (SPM)
2. SPM Data Quality
3. NC County of Service
4. HMIS Updates
5. Feedback: Training
6. Reminders
7. 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
System Level Performance
Homelessness should be:

**Rare**

- Prevent or divert new episodes of homelessness
- Access resources without a shelter stay

**Brief**

- Reduce length of time while homeless
- Reduce program length of stays
- Increase exits to permanent housing

**Non-recurring**

- Reduce returns to homelessness
- Focus on housing stability
- Create access to resources without another shelter stay
7 measures to gauge impact

Help communities view their progress community towards preventing and ending homelessness

The measures are interrelated and provide a more complete picture of system performance

Identify areas for improvement, needs, gaps
SPM data is pulled from 2 places

HMIS

Housing Inventory Count (HIC)
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
SPM Data Quality
Your HMIS data matters!
Data quality impacts the SPMs

**Coverage**
Include as many homeless service providers in the community in HMIS as possible

**Utilization**
Bed utilization rates must be between 65% to 105%

**Data Quality**
Data entry is timely
Low rate of missing data
Data reflects what is accurate
Discrepancies have been identified and addressed
Important data elements for SPM

Entry Date
Date of Birth
Relationship to Head of Household
Client Location
Prior Residence
Length of stay in previous place
Approximate start date of homelessness
Number of times homeless in past 3 years
Number of months homeless in past 3 years
Income
Housing Move-in Date
Annual Assessment Date
Exit Date
Exit Destination
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
System Performance Measures

1. Length of Time Homeless
2. Return to Homelessness
3. Number of Homeless
4. Exits and Retention of PH
1 Length of Time Homeless

**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
What’s the difference between Average and Median?

Average = 70 days

Medan = 60 days

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

50% of clients stayed less than 60 days and 50% stayed more than 60 days and
Meet Henrietta
1. Length of Time Homeless

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

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

\[
30 + 152 = 182
\]
Length of Time Homeless

Approx. date homelessness started: 11/1/15

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 + 30 + 152 = 212
2 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.
Did the client really exit to permanent housing?

Client is a homeless project

Client exits homelessness to a permanent housing destination

Client is no longer housed and returns to homelessness
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
Definition
The number of clients enrolled in safe haven, 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

- 10/1/2016: ES, TH, or RRH Project Entry
- 10/30/16: Project Exit to PH Destination
- 1/15/17: PH Destination
- 9/30/2017
7b.2 Change in exits to or retention of permanent housing
7b.2 Change in exits to or retention of permanent housing

- 10/1/2016: PSH Project Entry
- 10/30/16: Still enrolled at end of reporting period
- 9/30/17: In PSH Project
Data **must** be cleaned prior to submission

The next slides will show the most common red flags and how to resolve them in ServicePoint

- Missing Data
- Unexited Clients
- Incomplete or Conflicting Sub-assessments
### Missing data

<table>
<thead>
<tr>
<th>Error information</th>
<th>UDEs were not pulled into HMIS report at client entry, interim and/or exit</th>
</tr>
</thead>
</table>
| **How do I find this error?** | **Run the 0640 Data Quality Framework report in ART**  
- Review the client detail tab  
**Run the APR or CAPER report on Dashboard**  
- Review the error counts |
**Missing data**

<table>
<thead>
<tr>
<th>How do I fix this error?</th>
<th>Review client file for information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If information is in file, enter into HMIS using EDA and Backdate mode</td>
</tr>
<tr>
<td>![Building Icon]</td>
<td>![Warning Icon] Remember: Missing data is ALWAYS better than inaccurate data</td>
</tr>
</tbody>
</table>

Call the Data Center for SSN entry
<table>
<thead>
<tr>
<th>Error information</th>
<th>Missing project exit date for clients no longer receiving services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How do I find this error?</strong></td>
<td>Run the 0216 Unexited Clients Exceeding Max Length of Stay report</td>
</tr>
<tr>
<td></td>
<td>Run the APR or CAPER</td>
</tr>
<tr>
<td></td>
<td>- Review Question 22 Length of Participation (in days)</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>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Exit client from project using Enter Data As and Backdate mode</td>
</tr>
</tbody>
</table>
Unexited clients can create overlaps

Overlapping start dates among different projects

<table>
<thead>
<tr>
<th>Program</th>
<th>Type</th>
<th>Entry Date</th>
<th>Exit Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wisteria Way Housing - Lee County - TH (5551)</td>
<td>HUD</td>
<td>08/04/2017</td>
<td>08/07/2017</td>
</tr>
<tr>
<td>Heading Home Housing - Rowan County - Emergency Shelter - State ESG (7124)</td>
<td>HUD</td>
<td>08/01/2017</td>
<td>08/06/2017</td>
</tr>
</tbody>
</table>

Showing 1-2 of 2
**Incomplete or Conflicting Sub-assessments**

<table>
<thead>
<tr>
<th>Error information</th>
<th>Incomplete HUD verification on disability, income, benefits and/or health insurance sub assessments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How do I find this error?</strong></td>
<td>Run the 0252 Data Completeness Report Card EE in ART</td>
</tr>
<tr>
<td></td>
<td>- Review the client detail tab</td>
</tr>
<tr>
<td></td>
<td>Run the APR or CAPER report on Dashboard</td>
</tr>
<tr>
<td></td>
<td>- Review the error counts</td>
</tr>
<tr>
<td><strong>How do I fix this error?</strong></td>
<td>Review client file for documents verifying disability, income, benefits and/or health insurance</td>
</tr>
<tr>
<td></td>
<td>Remember: Missing data is ALWAYS better than inaccurate data</td>
</tr>
</tbody>
</table>
Update and annual Assessment

PART II: SUB-ASSESSMENTS
How to Change Sub-assessments

Disability, Health Insurance, Income and Non-Cash Benefits can be changed in

• Interim Updates
• Interim Annual Assessments
• Exit Assessments
• Post-Exit Follow-ups
## How to Change Sub-Assessments Reference Table

<table>
<thead>
<tr>
<th>Previous Response</th>
<th>Change or Edit at Update</th>
<th>Action (always check EDA and Backdate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway = No</td>
<td>Gateway = Yes</td>
<td>Change dropdown to Yes</td>
</tr>
<tr>
<td>Gateway = Yes</td>
<td>Gateway = No</td>
<td>Change dropdown to No</td>
</tr>
<tr>
<td>Type/Source = No</td>
<td>Type/Source = Yes</td>
<td>Do not edit previous Type/Source. Add new Type/Source as of the Update</td>
</tr>
<tr>
<td>Type/Source = Yes</td>
<td>Type/Source = Yes</td>
<td>Edit previous Type/Source and set end-date for day before the Update. Then Add new Type/Source as of the Update</td>
</tr>
<tr>
<td>Type/Source = Yes</td>
<td>Type/Source = No</td>
<td>Edit previous Type/Source and set end-date for day before the Update. Then use HUD Verification to set Type/Source to No</td>
</tr>
</tbody>
</table>
How to Change Sub-assessments

**Example A**
Wilson Smith has no income at project start Oct 31\textsuperscript{st}, but has $734 SSI income at your meeting on Nov 10\textsuperscript{th}.

Steps to Update
1. Use Enter Data As for the right project and Backdate to 11/10/17
2. Go to Wilson’s Entry/Exit tab and Add an Interim Update
3. Update the Gateway question to Yes
How to Change Sub-assessments

4. Click Add for a new SSI response

5. Complete Income Source information
6. Now check that the Gateway, Sources and HUD Verification all align and are correct

![Image of the monthly income table]

<table>
<thead>
<tr>
<th>Source of Income</th>
<th>Receiving Income Source</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSI (HUD)</td>
<td>Yes</td>
<td>11/10/2017</td>
<td></td>
</tr>
<tr>
<td>Other (HUD)</td>
<td>No</td>
<td>10/31/2017</td>
<td></td>
</tr>
<tr>
<td>Worker’s Compensation (HUD)</td>
<td>No</td>
<td>10/31/2017</td>
<td></td>
</tr>
<tr>
<td>VA Non-Service Connected Disability Pension (HUD)</td>
<td>No</td>
<td>10/31/2017</td>
<td></td>
</tr>
<tr>
<td>Unemployment Insurance (HUD)</td>
<td>No</td>
<td>10/31/2017</td>
<td></td>
</tr>
</tbody>
</table>
How to Change Sub-assessments

Example B
John Smith is receiving $734 SSI income at project start Oct 31\textsuperscript{st}, but his SSI income has increased to $786 at your meeting on Nov 10\textsuperscript{th}.

Steps to Update

1. Use Enter Data As for the right project and Backdate to 11/10/17
2. Go to John’s Entry/Exit tab and Add an Interim Update
3. Find the SSI Income Source and click the pencil icon to edit

Click Next if the type/source is not on page one.
How to Change Sub-assessments

4. Set the end-date to the day before the Backdate mode, Nov 9th

5. Click Add for a new SSI response
How to Change Sub-assessments

6. Complete Income Source information
How to Change Sub-assessments

7. Now check that the Gateway, Sources and HUD Verification all align and are correct
NC County of Service
Check-in
BoS Regional Reporting

We only know what we measure!

Tracking Progress: Coordinated Access and By Name List

Funding: System Performance Measures increasingly important in CoC NOFA
NC County of Service

Only complete the NC County of Service question. Please do not complete the VI-SPDAT assessments listed on the entry screen.

*ART reports in folders with # in the name are custom reports from MCAH and frequently change. Check with the Data Center before submitting these reports.
Location Questions Example

Henrietta is staying at an Emergency Shelter in Fayetteville (NC-511 Cumberland County), but has contacted Rapid Re-Housing project for housing in Harnett County (NC-503 BoS, Region 7).

<table>
<thead>
<tr>
<th>Data Collection Point</th>
<th>At Project Start</th>
<th>At Interim Update for Move-In</th>
<th>At Project Exit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Location</td>
<td>NC-511 Fayetteville/Cumberland</td>
<td>NC-503 BoS</td>
<td>No location questions to answer</td>
</tr>
<tr>
<td>NC County of Service</td>
<td>Harnett County</td>
<td>Harnett County</td>
<td></td>
</tr>
</tbody>
</table>

* Zip Code (last permanent address), County/City of Residence (night before project start) are optional for HUD funding. Check with other funders to see what your project requires.
Mediware Update
Software Update

AIRS codes updated:
Crosswalk for details

ART Reports getting updates:
0640 – HUD Data Quality Framework report
0701 – Exits to Permanent Housing with Return to Homelessness, Metric 2
0706 – Permanent Housing Placement-Retention, Metric 7
0252 – Data Completeness Report (EE)

SSVF Data Collection
Employment Status required
What would users like to see in new NCCEH training?

Are there topics you'd like us to focus on?

What is working right now?

What is not working?
NCCEH Reminders
A new Homeless Management Information System at the North Carolina Coalition to End Homelessness will be launched in early June 2018!

This new HMIS is being created to better meet the needs identified by NCCEH and these CoCs.

**What Should I Expect?**
- 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.
- Stay informed! We’ll send out communication with FAQs and more info soon.
- 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>
</tr>
</thead>
<tbody>
<tr>
<td>April 30</td>
<td>PIT/HIC Deadline to HUD</td>
</tr>
<tr>
<td>April 26</td>
<td>Entry/Exit Training 1 pm -4 pm in Durham</td>
</tr>
<tr>
<td>April 30-May 1</td>
<td>Bringing it Home: Ending Homelessness in NC Conference</td>
</tr>
<tr>
<td>May 17</td>
<td>Next BoS HMIS Users Meeting</td>
</tr>
<tr>
<td><strong>May 30</strong></td>
<td><strong>System Performance Measures Deadline to HUD</strong></td>
</tr>
<tr>
<td>June 21</td>
<td>BoS HMIS Users Meeting</td>
</tr>
</tbody>
</table>
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
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