Durham
HMIS Users Meeting

May 2019
Pre-Meeting Quick Tip:

Use Conditional Formatting in Excel to compare lists of Client IDs!
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Use Conditional Formatting in Excel to compare lists of Client IDs!
Agenda

System Updates
   HMIS@NCCEH Launch
   Forgot Password

What’s this mean?
   Point in Time / Housing Inventory Count submitted!
      Process feedback
   System Performance Measures
      DQ Lessons

How can we help?
   Spotlight on HMIS Guides

What’s Next
System Updates

HMIS@NCCEH Launch, Forgot Password
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.
New Feature

Forgot Password
You can reset your own password now from the login screen:

nchmis.servicept.com
New Feature

Confirm this feature will work!
Find your HMIS Profile
New Feature:

Confirm your email address where reset passwords can be sent

Also complete a direct phone number if possible
HUD Says: Exit Destination versus Referral

AAQ 137732:
Destination collection instructions in the HMIS Manual on page 48 are "Record where the client is expected to stay after they complete or stop participating in project activities. For residential projects that expect a client to move out upon exit, record where the client is expected to move immediately after leaving." A referral to another project is not the destination in and of itself.
Best Available Data
Total Permanent Housing Exits by Homeless Projects in April 2019

- Families Moving Forward - Durham County - The NEST - City ESG State ESG(7071) = 11
- Housing for New Hope - Durham County - Assertive Engagement - Private(7451) = 1
- Urban Ministries of Durham - Durham County - Families Emergency Shelter - Private(5837) = 5
- Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private(5838) = 18
- USA Veterans Help - Durham County - USAVH - VA(5368) = 3
- Volunteers of America - Durham County - Maple Court GPD - VA(4582) = 9
Total Permanent Housing Exits in April from Permanent Housing Projects in April 2019

- Durham Co DSS - Durham County - STRMU - HOPWA(7090) 6
- Durham Co DSS - Durham County - Tenant Based Rental Assistance - HOPWA(7087) 2
- Housing for New Hope - Durham County - Rapid Rehousing III - HUD(7112) 5
- Housing for New Hope - Durham County - Rehousing - City ESG(5249) 15
- Housing for New Hope - Durham County - Streets to Home I - HUD(5375) 1
- Urban Ministries of Durham - Durham County - Fresh Start RRH - HUD(7168) 5
- Urban Ministries of Durham - Durham County - Fresh Start III - City ESG(7619) 5
What’s this mean?
Point in Time
2019 Point in Time Count

First Look!

Submissions from all CoCs in the nation will be reviewed by HUD. This initial report will be made final once we receive the “all clear” from HUD.
What does one day tell us?

Point in Time Count 2016-2019

- Total People experiencing Homelessness
- People experiencing Chronic Homelessness

*Preliminary data*
2019 Point in Time Count

People Experiencing Homelessness by Household Type

- **All:** 361 (68 Total, 61 Chronic)
- **Singles:** 252 (61 Total, 7 Chronic)
- **Families:** 109 (7 Total, 0 Chronic)

*Preliminary data*
2019 Point in Time Count: Veterans

Veterans Experiencing Homelessness, 2019

- Total People experiencing Homelessness: 361
- Veterans: 71
Location of People Experiencing Homelessness

Sheltered vs Unsheltered, 2019

- Sheltered: 280
- Unsheltered: 81

*Preliminary data*
Reminder: Submission steps

1. Find your reports
   ✓ Either the 0629 HIC or 0630 Sheltered Unsheltered PIT report
   ✓ NCCEH 2019 Housing Inventory Count Verification

2. Review your reports

3. Make corrections
   ✓ Ask Data Center for help!
   ✓ Tell the Data Center when corrections are done

4. Submit accurate reports

Feedback: How did this work for you?
System Performance Measures
The Basics

NC Balance of State CoC-wide outcomes for Federal Fiscal Year 2018 + 2 year lookback period
   10/01/2015 – 09/30/2018

Includes Street Outreach, Emergency Shelter, Transitional Housing, Rapid Re-Housing, and Permanent Supportive Housing programs on HMIS

We still need your help to confirm or correct Data Quality Flags!
SPM Data Quality - Takeaways

• Big Wins!
  • Fewer Exit Destinations for “Safe Haven” and “Other”
  • Fewer Overlaps between shelters
  • Fewer Annual Assessments outside of 30 day +/- window

• Room for Improvement
  • Inaccurate Entry Type or Entry Level (Agency level)
  • Client Location accuracy
  • Missing Data Elements like Exit Destination and Date of Engagement
Room for Improvement: Inaccurate Entries

Inaccurate Entry Type is determined by your funding source

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Entry Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUD</td>
<td>HUD</td>
</tr>
<tr>
<td>Private or local government</td>
<td>HUD</td>
</tr>
<tr>
<td>VA</td>
<td>VA</td>
</tr>
</tbody>
</table>
Room for Improvement: Inaccurate Entries

Inaccurate Entry Level is a sign that Enter Data As mode was not correct.
Room for Improvement: Client Location

For Heads of Households: Which CoC are they located in?
Room for Improvement: Client Location

When would a client not be in our CoC, but still being served by our agencies/system?

• Found housing in a different CoC
• Found a job in a different CoC
Room for Improvement: Client Location

Scroll down to find Client Location at Entry Assessment

<table>
<thead>
<tr>
<th>Housing Status</th>
<th>Category 1 - Homeless (HUD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zip Code (of Last Permanent Address, if known)</td>
<td>G</td>
</tr>
<tr>
<td>County of Residence</td>
<td>Pasquotank</td>
</tr>
<tr>
<td>City of Residence</td>
<td>Salisbury</td>
</tr>
</tbody>
</table>

**ANSWER Client Location for Head of Household only!**

Client Location | NC-503 NC Balance of State CoC |

Income and Non-Cash Benefit Information:

Income from Any Source | Yes (HUD) |

<table>
<thead>
<tr>
<th>Monthly Income</th>
<th>HUD Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Amount</td>
<td>Other (HUD)</td>
</tr>
<tr>
<td>Source of Income</td>
<td>No</td>
</tr>
<tr>
<td>Receiving Income Source?</td>
<td>No</td>
</tr>
<tr>
<td>Start Date</td>
<td>09/10/2018</td>
</tr>
<tr>
<td>End Date</td>
<td></td>
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</tbody>
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NCCEH
Room for Improvement: Client Location

Scroll down to find Client Location at Interims (Update or Annuals)

Currently fleeing should be indicated as “Yes” if the Person is fleeing, or is attempting to flee, the domestic violence situation or is afraid to return to their primary nighttime residence.

<table>
<thead>
<tr>
<th>If yes for Domestic Violence Victim/Survivor, are you currently fleeing?</th>
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<tbody>
<tr>
<td>-Select- ▼</td>
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</table>

**ANSWER Client Location for Head of Household only!**

<table>
<thead>
<tr>
<th>Client Location</th>
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<tbody>
<tr>
<td>NC-503 NC Balance of State CoC ▼</td>
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</tbody>
</table>

County of Service refers to the county in which the client is receiving services (only answer if instructed to by your System Administrator)

<table>
<thead>
<tr>
<th>NC County of Service</th>
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<tr>
<td>Rowan ▼</td>
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</table>

<table>
<thead>
<tr>
<th>Connection with SOAR (PATH Only)</th>
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<tbody>
<tr>
<td>-Select- ▼</td>
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Client Contact Information

<table>
<thead>
<tr>
<th>Is there a phone</th>
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<td></td>
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</table>
Room for Improvement: Client Location

Ask the data Center for Help creating the right Reporting (Provider) Group
Don’t forget NC County of Service!

What
The County in which a client receives your project’s services

Collection Notes
The location of shelter, housing or supportive services indicates the County of Service at any given time

County of Service refers to the county in which the client is receiving services (only answer if instructed to by your System Administrator)

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Room for Improvement: Missing Data

Data Collection methods

Which paper forms are used? (if not entering data directly)
Make sure to collect all required data elements based off of NC HMIS forms on hmislearningcenter.org

Who is trained to collect data?
Sometimes staff speaking to clients have not received training from their Agency Admin (or NCCEH) – make sure they know what to collect and why

Where does data collection take place?
Consider how the physical location of client interviews and corresponding forms impacts your ability to ask the right questions
Reason for Leaving

Super Helpful data element!

Explain *why* a client is staying at their Exit Destination
How can we help?
Spotlight on HMIS Guides

Go to ncceh.org/hmis/trainings for Additional Resources:

Don’t forget your Data Collection Stages guide for workflow help!

Not sure how to show a client has left permanent housing but still a client? Check out the Housing Move-In Date guide.

Prep for this year’s reports with the SPM Data Correction guide.
What’s Next
What’s Next Calendar

<table>
<thead>
<tr>
<th>Due</th>
<th>Report/Event Name</th>
</tr>
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<tbody>
<tr>
<td>May 23(^{rd})</td>
<td>May Durham HMIS Users Meeting</td>
</tr>
<tr>
<td>May 21(^{st})-22(^{nd})</td>
<td>Bringing It Home - State Conference</td>
</tr>
<tr>
<td>May 31(^{st})</td>
<td>HUD System Performance Measures (SPM) deadline</td>
</tr>
<tr>
<td>June 27(^{th})</td>
<td>June Durham HMIS Users Meeting</td>
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</tbody>
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Contact NCCEH
hello@ncceh.org
919.755.4393

Contact NCCEH Data Center Help Desk
hmis@ncceh.org
919.410.6997