Pre-Meeting Tip!

Dashlet Reports can give you key performance indicators (KPIs)

• No nuance, just whole number of clients
• Options range from:
  • Currently enrolled clients (Entries, no exits )
  • Clients with you listed as Case Manager
  • Clients with Outstanding Referrals/Incoming Referrals
System Updates
Disabling Condition collection note
System Performance Measures

How can we help?
DQ Corrections for SPMs

What’s Next
System Updates
Disabling Condition collection notes

Updates for Disabling Condition modifies normal workflow

If the Gateway question changes, you must change the response on the Project Start Assessment (not the Interim Update).
Disabling Condition collection notes

Updates for Disabling Condition modifies normal workflow

If the Gateway question changes, you must change the response on the Project Start Assessment (not the Interim Update).

Example: if a client starts without a disabling condition and becomes disabled, make sure the question is accurate on Intake.

At Intake

At Case Management meeting

Change the Yes/No question from the client’s intake!
Disabling Condition collection notes

Updates for Disabling Condition modifies normal workflow

<table>
<thead>
<tr>
<th>Household Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>(4) Son, Hen</td>
</tr>
<tr>
<td>Age: 41</td>
</tr>
<tr>
<td>Veteran: No (HUD)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project Interim: HP, ES, TH, RRH, OPH, SSVF, HUD-VASH, GPD, HCHV, PSH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interim Review Date: 11/18/2010 12:37:24 PM</td>
</tr>
</tbody>
</table>

Answer the questions in this section for ALL clients.

**Disability Status**
If a person becomes disabled OR no longer has a disability, then go to Project Start (Intake) Assessment and update the question "Does client have disabling condition" whether a Yes or No.

**Disabilities**

<table>
<thead>
<tr>
<th>Disability Type</th>
<th>Disability determination</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol Abuse (HUD)</td>
<td>No (HUD)</td>
<td>09/10/2018</td>
<td></td>
</tr>
<tr>
<td>Developmental (HUD)</td>
<td>No (HUD)</td>
<td>09/10/2018</td>
<td></td>
</tr>
<tr>
<td>Drug Abuse (HUD)</td>
<td>No (HUD)</td>
<td>09/10/2018</td>
<td></td>
</tr>
<tr>
<td>Mental Health Problem</td>
<td>No (HUD)</td>
<td>09/10/2018</td>
<td></td>
</tr>
<tr>
<td>HIV/AIDS (HUD)</td>
<td>No (HUD)</td>
<td>09/10/2018</td>
<td></td>
</tr>
</tbody>
</table>
Understanding System Performance Measures
# 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
“Ships don’t sink because of the water around them, they sink because of the water that gets in them.”
What HMIS client data is included?

- October 1, 2018 to September 30, 2019
- October 1, 2016 to September 30, 2018
  (up to 24 months before current year)

Any person who entered SO, ES, SH, TH, RRH and/or PSH during the reporting period

Data are reported as individuals and persons in families.
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.
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

[Image of NCCEH logo]
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
Adding 30, 45, 60, 90 and 125 and then dividing by five equals 70 days.

Median = 60 days
50% of clients stayed less than 60 days and 50% stayed more than 60 days.
1. **Length of Time Homeless**

- **ES Program**
  - Entry: 12/1/15
  - Exit: 12/31/15
  - Length of Time Homeless: 30 days

- **TH Program**
  - Entry: 1/1/16
  - Exit: 6/1/16
  - Length of Time Homeless: 152 days

\[30 + 152 = 182\]
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 within two previous years.

Goal
Decrease in the percent of persons who return to homelessness.
Client exits homelessness to a permanent housing destination.

Did the client really exit to permanent housing?

Client is in a homeless project.

Client is no longer housed and returns to homelessness.
2 Returns to Homelessness

A return is only after an exit to permanent housing.
3 Number of Homeless Persons

Definition
(1) The number of persons experiencing sheltered and unsheltered homelessness counted as homeless on the Point in Time night.

(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.
3 Number of Homeless Persons

PIT Night Count

Unsheltered + Sheltered

HMIS Annual Data

All clients who entered a homeless project during the reporting period

3
Increase in Income

Definition
The change in the number of clients with employment and income growth for CoC-funded programs.

Goal
Increase Job and Income Growth for more stability in housing.
4 Increase in Income

1 Client Increased Income

12/14/18
Project Entry
Income:
$250 Earned / month

5/15/19
Project Entry
Income:
$250 Earned + $775 SSI / month

2/18/19
Project Entry
Income:
No Income / month

9/3/19
Project Entry
Income:
No Income / month

0 Clients Increased Income
4 Increase in Income

25%

1 of 4 clients increased Income
First Time Homeless

**Definition**
The number of clients enrolled in Safe Haven, Emergency Shelter, or Transitional Housing who do not have enrollments in the previous two years.

**Goal**
Decrease the number of new clients experiencing homelessness.
5 First Time Homeless

No record in ES or TH during previous two years

Clients in ES or TH this year
**Definition**

The number of clients enrolled in Street Outreach, Emergency Shelter, Safe Haven, Transitional Housing, Rapid Re-housing, or Permanent Supportive Housing who exit to a permanent housing destination or remain in permanent housing.

**Goal**

Increase in percentage of people who exit to or retain permanent housing.
7 Permanent Housing Placement & Retention

7a.1 Change in exits to positive destinations

Timeline:
- 10/1/2018: SO Project Entry
- 10/30/2018: Positive Exit to ES
- 1/15/2019
- 9/30/2019
7 Permanent Housing Placement & Retention

7b.1 Change in exits to permanent housing destinations

- 10/1/2016 to 10/30/16: ES, TH, or RRH Project Entry
- 1/15/19: Project Exit to PH Destination
- 9/30/2019
Permanent Housing Placement & Retention

7b.2 Change in exits to or retention of permanent housing

10/1/2016 PSH Project Entry
10/30/16
7/31/19 PSH Project Exit to Other PH Destination
9/30/2019
7b.2 Change in exits to or retention of permanent housing

- **10/1/2016**
  - **10/30/16**: PSH Project Entry

- **9/30/19**
  - **9/30/2019**: Still enrolled at end of reporting period
Returns

New Entries

# Homeless

Exits to PH

LOT homeless

Returns
SPM Reports in ART

- Run the 0700, 0700.1b, 0703, 0706 for your agency/projects
Are we submitting accurate data?
SPM Submission Process

• Iterative process – back and forth corrections and re-running reports

• Every two to three weeks, we will focus on a different set of issues

• Data could cover 10/1/2015 – 9/30/2019 (FY18 or FY19 submissions)
Data must be cleaned prior to submission

The next slides will show the most common red flags and how to resolve them in HMIS.
**Data must be cleaned prior to submission**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Issue Guidance and Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Location outside of this CoC</td>
<td>Update the Client Location to NC-503 Balance of State, using EDA and Back Date Mode.</td>
</tr>
<tr>
<td>Annual Assessment outside of 30 +/- days</td>
<td>Create an Annual Assessment on the Head of Household’s Project Start Date or within 30 calendar days before or after their Project Start Date. Change the incorrect Interim to the “Update” type.</td>
</tr>
<tr>
<td>Entries to Level 4 Projects (Agency level)</td>
<td>Create a Project Start for the client using EDA mode for the appropriate Level 5 project and Back Date mode to the appropriate date. Remove the incorrect entry after confirming data was copied.</td>
</tr>
<tr>
<td>Exit Destination is Safe Haven, Other, or Data Not Collected</td>
<td>Review. If different information is available, update the answer to reflect where the client went to after your project. If the current answer is the most accurate, please inform the Data Center. Note: Safe Haven must be updated since North Carolina does not have Safe Haven projects.</td>
</tr>
</tbody>
</table>
**Data must be cleaned prior to submission**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Issue Guidance and Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exit to Permanent Housing with a Return to Homelessness</td>
<td>Review the client’s Exit Destination and update to the most accurate temporary location to reflect they returned to a homelessness situation.</td>
</tr>
<tr>
<td>Date of Engagement (SO Projects only)</td>
<td>Date of Engagement can be added on the Project Start Assessment if applicable. If not, add an Interim Update to record the date of engagement. Make sure to EDA and Back Date before making any changes or updates</td>
</tr>
<tr>
<td>Length of Stay (ES &amp; TH)</td>
<td>Confirm the length of stay is accurate or using EDA and Back Date Mode, set an Exit Date for the client.</td>
</tr>
<tr>
<td>Overlaps (Start Dates, Move-In Date, Exit Date)</td>
<td>Double check that client information is accurate in HMIS. In general, add the correct information first, and then remove old inaccurate information second. Always use EDA and Back Date modes. For Move-In Date corrections, click the colored bar next to the date to remove responses.</td>
</tr>
</tbody>
</table>
### 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>
<tbody>
<tr>
<td><strong>How do I find this error?</strong></td>
<td>Run the 0640 Data Quality Framework report 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>
</tbody>
</table>
# 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>
</table>
| **How do I find this error?** | Run the 0252 Data Completeness Report Card EE in ART.  
- Review the client detail tab.  
Run the APR or CAPER report on Dashboard.  
- Review the error counts. |
| **How do I fix this error?** | Review client file for documents verifying disability, income, benefits, and/or health insurance. 
- Remember: Missing data is ALWAYS better than inaccurate data! |
Update and Annual Assessment

PART II: SUB-ASSESSMENTS
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 +/- the anniversary date of the HoH’s Project Start Date
- **Project Exit**: At every project exit
- **Post Exit**: Follow-up after project exit

*All Permanent Housing projects must record Move-in dates as an Interim Review – Update.*
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 on Oct 31st but has $734 SSI income at your meeting on Nov 10th.

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.
How to Change Sub-assessments

6. Now check that the Gateway, Sources, and HUD Verification all align and are correct.
How to Change Sub-assessments

Example B
John Smith is receiving $734 SSI income at project start on Oct 31<sup>st</sup> but his SSI income has increased to $786 at your meeting on Nov 10<sup>th</sup>.

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.
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

7. Now check that the Gateway, Sources, and HUD Verification all align and are correct.
# Incomplete or Conflicting Sub-assessments

<table>
<thead>
<tr>
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<th>Incomplete HUD verification on disability, income, benefits, and/or health insurance sub assessments.</th>
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</table>
| **How do I find this error?** | Run the 0252 Data Completeness Report Card EE in ART.  
- Review the client detail tab.  
Run the APR or CAPER report on Dashboard.  
- Review the error counts. |
| **How do I fix this error?** | Review client file for documents verifying disability, income, benefits, and/or health insurance.  
Remember: Missing data is ALWAYS better than inaccurate data! |
### Un-exited clients

<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 Un-exited 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><strong>How do I fix this error?</strong></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 Enter Data As and Backdate mode.</td>
</tr>
</tbody>
</table>
Overlap in different projects

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
Where can I find the 0640 Report?

<table>
<thead>
<tr>
<th>Report Description</th>
<th>Date Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>0640 - HUD Data Quality Report Framework - v8</td>
<td>2019-10-09 13:19</td>
</tr>
</tbody>
</table>

Other reports include:

- 0404 - Client Case Plans - v2
- 0405 - SSOM Client Achievement Report - v4
- 0407 - SSOM Client Progress Report - v5
- 0408 - Client Living Situation History - v11.04.13
- 0409 - Client Event History - v11.04.13
- 0508 - SSOM Domains at Population Entry - v3
- 0509 - SSOM Domains at Population Exit - v3
- 0521 - Prevention Outcomes - v5
- 0550 - Exit Destination Outcomes - v4
- 0551 - Exit Reason Leaving Outcomes - v3
- 0552 - Goal Outcomes - v4
- 0556 - Client Transition Outcomes - v2
- 0607 - Client and Household Demographics by Funding Stream - v5
- 0628 - HIC Supplement - v10
- 0629 - Housing Inventory Count - v18
- 0630 - Sheltered-Unsheltered PIT 2019 - v23
- 0635 - NOFA CoC Application Section 2D - v12
Schedule the 0640 Report
0640 Report Prompts

Select your specific project(s)
Leave blank
Leave blank
Select your specific project or leave as default
Enter your End date + 1
Enter your Start date
Enter your End date + 1
Sure glad the hole isn’t at our end.
What’s Next?
## What's Next Calendar

<table>
<thead>
<tr>
<th>Due</th>
<th>Report/Event Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov 22(^{nd})</td>
<td>Durham CoC HMIS Users Meeting</td>
</tr>
<tr>
<td>Dec 26(^{th})</td>
<td>December Durham CoC HMIS Users Meeting</td>
</tr>
<tr>
<td>October - February</td>
<td>System Performance Measures Reports</td>
</tr>
<tr>
<td>January – March</td>
<td>Point in Time / Housing Inventory Count Reports</td>
</tr>
</tbody>
</table>
Contact NCCEH
hello@ncceh.org
919.755.4393

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