NC Balance of State CoC HMIS Users Meeting

October 2019

NC COALITION to end **HOMELESSNESS**

Pre-Meeting Tip!

Case Management tool for Goals

- Case Plans and Goals provide a location for notes related to particular areas where clients are taking action
- Support Case Management and inter-agency communication
- Optional (not required by CoC or HUD)

NCCEH

Pre-Meeting Tip!

Case Management tool for Goals

Agenda

October 2019

System Updates

HMIS Data Standards 2020 Updates

Bed & Unit Inventory

ART report naming convention

How can we help?

Disabling Condition

What's Next

NCCEH

Welcome

Reminders

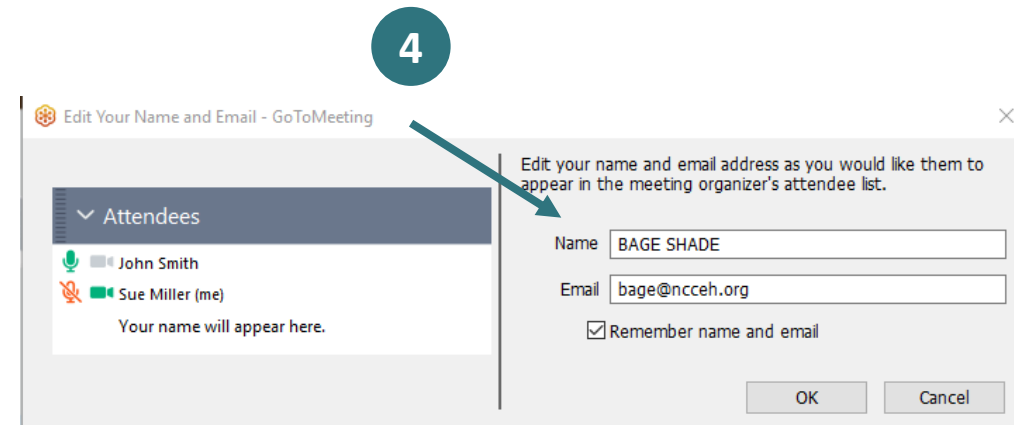Your line is muted. We will unmute the line during Q&A pauses.

The chat box is available

Make sure you're counted!

Enter your name(s) so we know you are here

1 Click Attendees

2 Click on (me)

3 Click Edit your Name and Email...

4
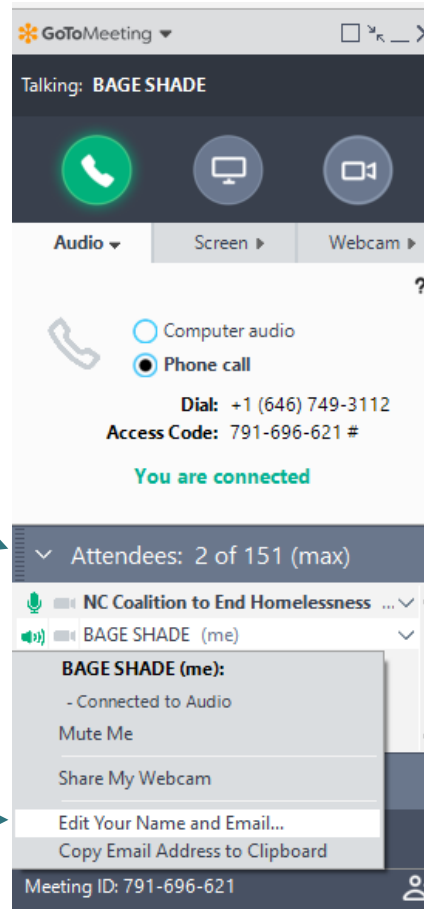
System Updates

FY2020 Data Standards

Did you see this update?

HMIS Update Email was sent 10/4

New Paper Data Collection Forms online

CoC-APR and ESG-CAPER are still not up to date in HMIS 😟

NCCEH

Have your rooms or beds changed?

Prep for PIT/HIC and LSA federal reports

New potential dedicated beds for FY2020 Data Standards
- Veteran Youth
- Chronically homeless Youth
- Any other youth

New or removed inventory
- Is there a new building, wing, or money for hotel/motel shelter?
- For tenant based or voucher programs, is there new financial capacity?

NCCEH

Bed & Unit Inventory changes

Specify the breakdown of your dedicated beds/rooms or add new beds!

Email the NCCEH Data Center with:
❑ Effective date for changes
❑ New total number of beds + rooms
❑ New total number of beds + rooms *dedicated* to
- o Adults with Children (Families)
- o Adults without Children (Singles) – specify gender
- o Veterans with Children (entire Family)
- o Veterans without Children (Singles)
- o Chronically Homeless Adults with Children (entire Family)
- o Chronically Homeless Adults without Children (Singles)
- o Youth (18-24) with Children
- o Youth (18-24) without Children
- o Children only (17 and under)

NCCEH

ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

- Since Transition, custom reports (not created by WellSky) have new names!

HMIS@NCCEH Gallery Naming Convention	Broad Category	Topics to include
A001- infinity	Client Detail	Entry/exit reports, Count reports, Demographics reports, Data quality reports
B001- infinity	Care Coordination	By-name lists, VI-SPDAT reports, Chronic reports
C001- infinity	Outcome Reports	Outcomes
D001- infinity	Funder Reporting Aids	HUD reporting aids for PIT/HIC, LSA, SPM etc, other funder reports
E001- infinity	Audit	AA tools and Sys Admin Tools, provider page and user license reports
F001- infinity	Raw Exports	Raw reports
G001- infinity	Research and Data Requests	ongoing reports built for specific data/research purposes

NCCEH

ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

- Since Transition, custom reports (not created by WellSky) have new names!

Can't remember what report names mean?

Demographic and Data Quality reports with Client Detail

ART Browser

▶ 📁 Inbox	
▶ 📁 Favorites	
▶ 📁 Available Reports and Templates	
▶ 📁 Bowman Systems Resources	
▼ 📁 Public Folder	
▶ 📁 ART Gallery Reports and Resources	
▼ 📁 HMIS@NCCEH Gallery	
🔍 !HMIS@NCCEH Gallery Naming Convention .pdf	2019-10-08 18:54
🔍 A001 - All Clients Demographics Report -Additional County Tabs - Provider	2019-09-26 17:45
🔍 A002 - Homeless Demographics Report v10- Provider	2019-08-16 11:38
🔍 A003 - Chronic Homeless Count Report v4- Provider	2019-08-16 11:40
🔍 A004 - Enrolled Clients Count with Time in Program v C1.2	2019-07-09 10:22
🔍 A005 - Program Exit (Enrolled) Previous Year	2019-07-30 10:08
🔍 A006 - Unexited Clients w Summary Tab- By Provider Page (With Max Exit Date)	2019-06-24 17:50
🔍 A007 - Annual Review Audit Report V5 (BETA TEST) 9-9-16	2019-06-24 11:15

NCCEH

ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

- Since Transition, custom reports (not created by WellSky) have new names!

Care Coordination such as VI-SPDAT and BNL reports

A013 - Housing Move In Data Quality Report_ w Client Names v2	2019-06-24 11:52
A014 - ROI Client Detail Audit Report - with Date Prompt (EE)	2019-06-24 11:54
A015 - Discharge Destination DQ Report v2	2019-07-10 15:58
A016 - Open Service Transaction Audit Report	2019-06-21 16:24
A017 - 0252 - Data Completeness Report Card (EE) - v18 with CoC Code	2019-06-21 16:20
A018 - County Report	2019-06-24 17:49
B001 - EE Project Client List (Provider and Grp)	2019-08-24 16:34
B002 - VI SPDAT Report_Singles_by VI Provider_v1	2019-08-20 09:55

Showing 1-21 of 48 Documents   First   Previous   Next   Last

NCCEH

ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

- Since Transition, custom reports (not created by WellSky) have new names!

Outcomes Reports

ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

- Since Transition, custom reports (not created by WellSky) have new names!

Reports for Funders

Reports for Auditing

D001 - Provider Page CoC Code Audit Report	2019-06-25 14:01
D002 - LSA - Bed and Unit Utilization By Provider	2019-06-25 14:13
D003 - Length of Stay for Clients With and Without Program Exits - Time Frame - AHAR 2015 Voucher Bed Count Calculation	2019-06-25 15:24
D004 - LSA Bed Count Adjustment - AHAR 2015 Time Frame - Bed Use by Family vs. Single	2019-06-25 14:45
D005 - 0323 - Project Demographics - v14 ICA Edited	2019-08-13 11:18
E001 - Bed and Unit Utilization By Provider	2019-06-25 15:35
E002 - ROI Query QA Client U	2019-06-25 15:42
E003 - Monthly Enrolled Clients Count with Time in Program by CoC v C1.2	2019-07-09 09:34
E004 - EDA Check EE Provider Not EE Provider Creating 11.15.18	2019-06-25 15:51
E005 - Provider List and Visibility Groups	2019-07-10 16:07
E006 - ServicePoint Setting Client Demographics on Search	2019-06-25 15:56
E007 - Provider Page Visibility Audit v1	2019-06-25 15:58

Showing 21-41 of 48 Documents   First   Previous   Next   Last

NCCEH

ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

- Since Transition, custom reports (not created by WellSky) have new names!

Raw Reports

Reports for Research

How can we help?
Collecting and Entering Disability Data

We have to get disability data right in HMIS!

Learn about the people in our system
What does our homeless population look like?
What types of disabilities do they have?
Helps identify chronically homeless clients

Improve our system to better serve clients
Connect eligible clients to disability benefits
What types of programs and/or services do they need?
Are these programs/services available in our community?

Report out about our system
Federal, State, Local, Agency

NCCEH

What is a disabling condition?

1. A physical, mental, emotional impairment, including an impairment caused by alcohol or drug abuse, PTSD, brain injury or chronic health issue that:

Is expected to be of long and indefinite duration, and

Substantially limits the client's ability to live on their own

2. A developmental disability

3. AIDS or HIV

So many numbers!

Disabling Condition definition has 3 criteria

If a client meets at least 1 of the 3 criteria, then YES, the client has a disabling condition

NCCEH

What does HUD want to know about disability?

1. Does the client have a disabling condition?

2. What type of disabling condition does the client have?
   a. Is the condition expected to be of long-continued and indefinite duration?
   b. Does the condition substantially impair the client's ability to live independently?
   c. Is documentation of the disability and severity on file?
   d. Is the client currently receiving services/treatment for this disability

NCCEH

What is documentation+ what counts?

Note - Only projects that receive funding with eligibility criteria that require documentation of the disabling condition should require documentation.

Source	Evidence needed
Licensed professional	Written document to verify disability and certify that the disability is expected to be long-continuing or of indefinite duration and substantially impedes the individual's ability to live independently; Professional must be licensed by state of NC to diagnose and treat the disability
Social Security Administration	Written verification of disability or the receipt of a disability check (SSDI)
VA (or other federal agency)	Receipt of a disability check
HUD	Other approved documentation
Intake staff	Written observation of disability that, no later than 45 days of the application for assistance is confirmed and accompanied by evidence (as listed above)

NCCEH

Before we go further, let's check in

Do you have any questions?

Review Questions
Why is HMIS disability data important?

Can you define disabling condition?

How many criteria does a client need to meet to be identified as having a disabling condition?

NCCEH

Disability Data in NC HMIS

Disability data is entered in 3 places

Project Entry   **Interim**   **Project Exit**

Update
Annual Assessment

NCCEH

Disability questions in HMIS

Part 1-
A general question

Does the client have a disabling condition?

-Select- ▼ G

Part 2-

The disability sub-assessment

🔍 **Disabilities**   **HUD Verification** ⚠️

Disability Type *	Disability determination *	Start Date *	End Date

Add

NCCEH

Part 1 is called the Gateway Question

Does the client have a disabling condition?

-Select- ▼ **G**

Responses:
Yes
No
Client doesn't know
Client refused
Data not collected

NCCEH

Disability questions in HMIS

Part 1-
A general question

Does the client have a disabling condition?

-Select- ▼ G

Part 2-

The disability sub-assessment

🔍 **Disabilities**   **HUD Verification** ⚠️

Disability Type *	Disability determination *	Start Date *	End Date

Add

NCCEH

The sub-assessment collects detailed disability data

Disabilities

Disability Type *	-Select- ▼ **G**
Disability determination *	-Select- ▼ **G**
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	-Select- ▼ **G**
If Yes, Documentation of the disability and severity on file	-Select- ▼ **G**
(If yes)Currently receiving services or treatment?	-Select- ▼ **G**

NCCEH

This is where things get a bit weird...

Remember our criteria for disabling condition?

In order to collect the most accurate data for Part 1

Does the client have a disabling condition?   -Select-

We need to ask the criteria questions in Part 2

Disability Type *	-Select- G
Disability determination *	-Select- G
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	-Select- G

When to answer "Yes"

Only answer yes here if: ➔ Does the client have a disabling condition? | -Select- ▾ |

The client's disability type fits within HUD's disabling condition definition ➔

| Disability Type * | -Select- ▾ G |
| Disability determination * | -Select- ▾ G |

If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently | -Select- ▾ G |

The client answers **yes** here (unless disability type is Developmental or HIV/AIDS) ➔

NCCEH

Working with Clients

Collecting disability data in 4 steps!

1 Discuss disability definition with the client (3 criteria)

2 Work with the client to determine if they meet disability criteria

3 Ask if the disability has been documented or can be verified

4 Ask the client if they are currently receiving services or treatment for the disability

NCCEH

Prep for sensitive questions

The next few questions are about Disabling Conditions. This is to help our agency find resources that match your needs. Is that ok?

Yes.
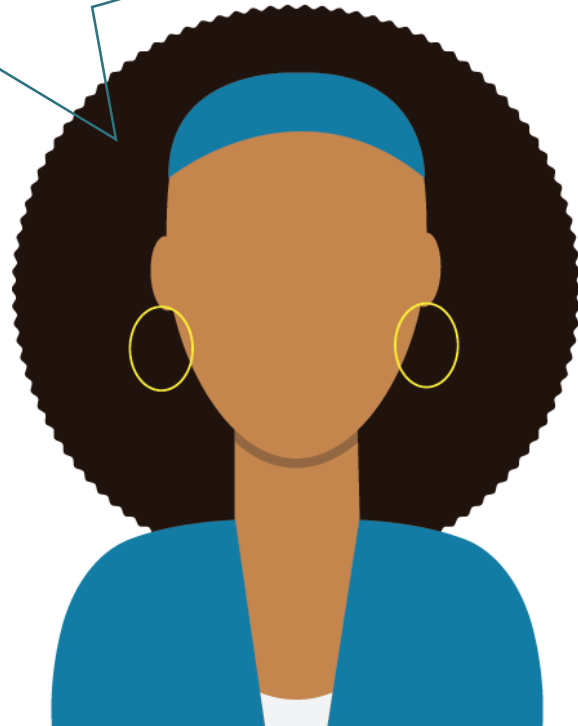
Defining disabling condition

For this conversation, a disabling condition is something that will last a long time, maybe your whole life, and makes it hard to live on your own. Do you have a condition that might last forever and make it hard to keep housing?

Explaining disability type

When it comes to disabling conditions, we view them in these categories: Physical, Chronic Health Condition, HIV/AIDS, Developmental, Alcohol Abuse, Drug Abuse, Both Alcohol and Drug Abuse, and Mental Health Problem.

NCCEH

Gather information about disability type

Confirm disability meets HUD's definition

Thank you for sharing that with me. Is your Mental Health Problem expected to be of long and indefinite duration and does it impair your ability to live independently?
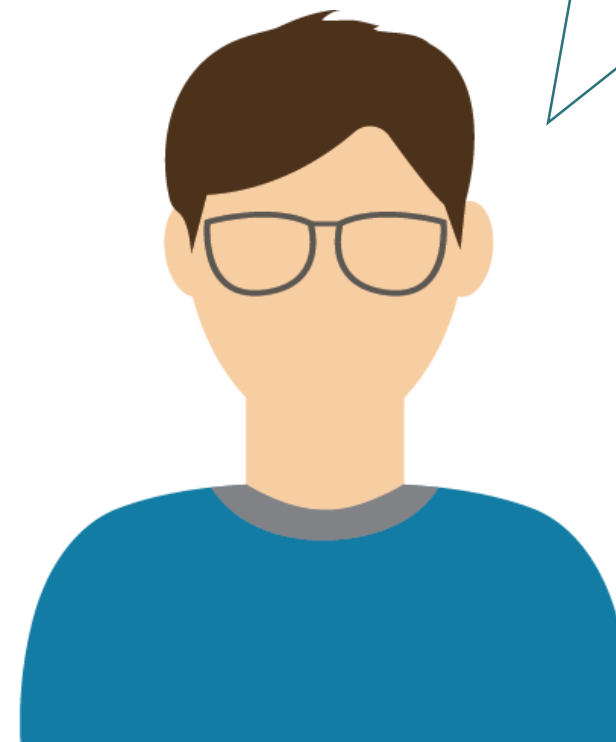
Yes, it is indefinite and impairs my ability to live independently.

NCCEH

Request documentation of disability

Request documentation of disability
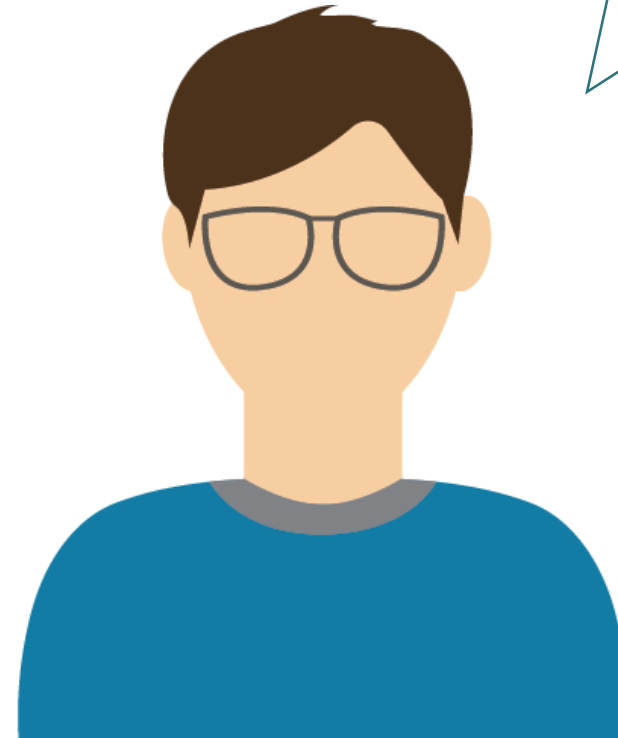
Ask about treatment or services

What did we learn from the client?

Question	Response
Disability Type	Mental Health Problem
Expected to be of long duration and indefinite and substantially impair ability to live independently?	YES
Does the client have a disabling condition?	YES (based on the responses above)
Documentation of disability and severity on file?	NO (not required for HMIS data entry)
Currently receiving services of treatment?	NO

NCCEH
DATA CENTER

HMIS Disability Data Entry

Based on scenario from previous section

Indicate client has a disability in HMIS

Health and Disability Information:

Does the client have a disabling condition?

-Select-
-Select-
Yes (HUD)
No (HUD)
Client doesn't know (HUD)
Client refused (HUD)
Data not collected (HUD)

Select type of disability in HMIS

Enter Start Date = Date information collected

Start Date *   08 / 18 / 2019

If we collected the info today, we should set the start date to today's date

NCCEH

Confirm the specific disability

Disabilities

Disability determination	*	-Select- ▼

-Select-
Yes (HUD)
No (HUD)
Client doesn't know (HUD)
Client refused (HUD)
Data not collected (HUD)

If the client has this disability type, set this to "**Yes**"

The answer here should match response to the gateway question

NCCEH

Save the disability data in HMIS

Save	Save and Add Another
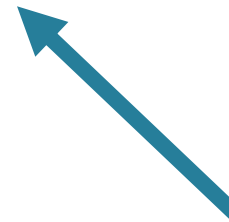
Click this button if client has more than one disability

NCCEH

HUD Verification

HUD verification matters

HUD Verification Alerters- green is good

Alerter	HUD Verification Status
HUD Verification ⚠️	Incomplete
HUD Verification ✅	Complete

NCCEH

Complete HUD Verification (determination=no)

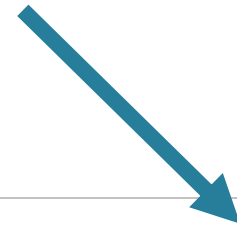We were able to determine that our client only had a disabling mental health problem

Disability Type	Disability determination					
	Yes (HUD)	**No (HUD)**	**Client doesn't know (HUD)**	**Client refused (HUD)**	**Data not collected (HUD)**	**Incomplete**
Physical (HUD)	○	◉	○	○	○	○
Chronic Health Condition (HUD)	○	◉	○	○	○	○
HIV/AIDS (HUD)	○	◉	○	○	○	○
Developmental (HUD)	○	◉	○	○	○	○
Alcohol Abuse (HUD)	○	◉	○	○	○	○
Drug Abuse (HUD)	○	◉	○	○	○	○
Both Alcohol and Drug Abuse (HUD)	○	◉	○	○	○	○
Mental Health Problem (HUD)	◉	○	○	○	○	○

NCCEH

Disability Data quality

Two of the most common errors

Potential disability data entry errors- Missing

Selecting "Yes" to indicate a client has a disability but no disabilities are entered

Potential disability data entry errors- Conflict

Selecting "No" to indicate that a client does not have a disability but adding a disability type in the sub-assessment

Locate these errors using the 0640 report

The 0640 HUD Data Quality Framework is located in ART

Q3. Universal Data Elements		
Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	0	0.00%
Project Entry Date (3.10)	1	0.23%
Relationship to Head of Household (3.15)	7	1.62%
Client Location (3.16)	2	0.65%
Disabling Condition (3.8)	8	1.86%
Destination (3.12)	88	36.67%

Missing and inconsistent data will be aggregated here. Another tab details who these clients are.

NCCEH

Or locate these errors using the CoC-APR and ESG-CAPER reports

Dashboard reports can be found in the "Reports" menu on the left-hand side

6a - Data Quality: Personally Identifiable Information				
Data Element	**Client Doesn't Know/Client Refused**	**Information Missing**	**Data Issues**	**% of Error Rate**
Name (3.1)	0	0	0	0%
SSN (3.2)	13	5	7	11%
Date of Birth (3.3)	0	2	0	1%
Race (3.4)	0	4		2%
Ethnicity (3.5)	0	2		1%
Gender (3.6)	0	2		1%
Overall Score				**12%**

6b - Data Quality: Universal Data Elements		
Data Element	**Error Count**	**% of Error Rate**
Veteran Status (3.7)	2	1%
Project Start Date (3.10)	0	0%
Relationship to Head of Household (3.15)	2	1%
Client Location (3.16)	0	0%
Disabling Condition (3.8)	2	1%

Missing and inconsistent data will be aggregated here. Select the blue number for client details.

What's Next

What's Next Calendar

Due	Report/Event Name
Oct 1st	Federal Fiscal Year Begins! HUD HMIS Data Standards and HMIS Report updates
Oct 17th	NC BoS CoC HMIS Users Meeting
Nov 21st	NC BoS CoC HMIS Users Meeting
October - February	System Performance Measures Reports

NCCEH

Contact NCCEH

hello@ncceh.org

919.755.4393

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997

NCEndHomelessness

@NCHomelessness

nc_end_homelessness

NCCEH