Durham CoC
HMIS Users Meeting

October 2019

NC COALITION to end HOMELESSNESS

Pre-Meeting Tip!

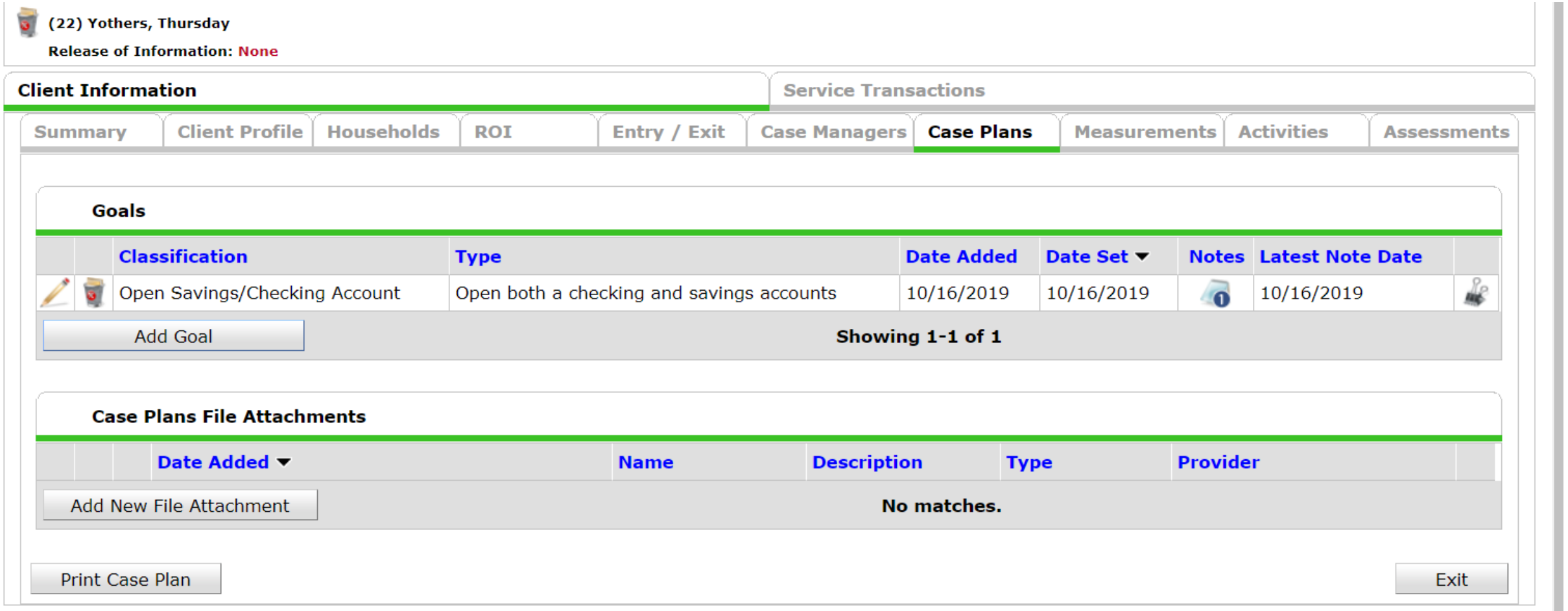
Case Management tool for Goals

- 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



Durham CoC
HMIS Users Meeting

October 2019

NC COALITION to end HOMELESSNESS

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

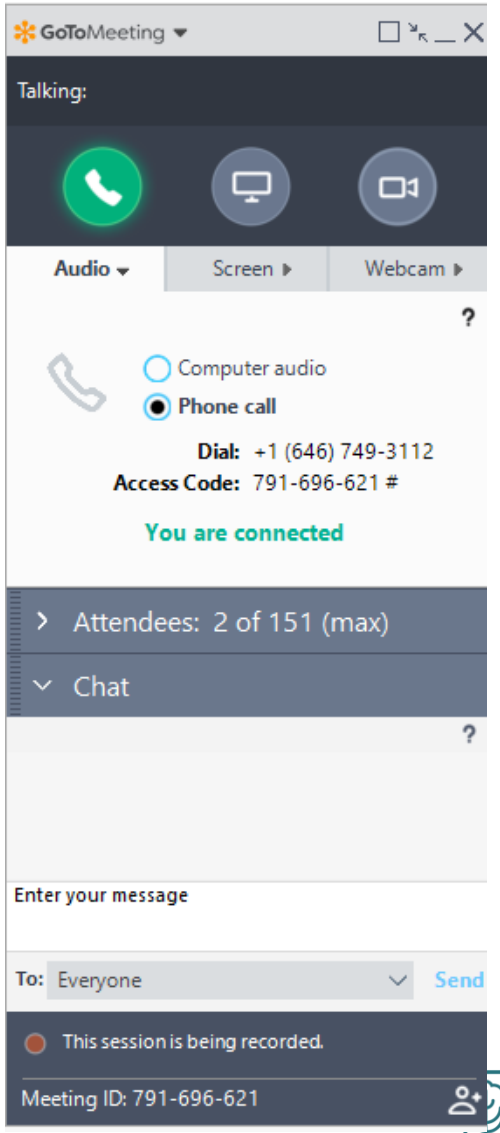
NCCEH

Welcome

Reminders

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

The chat box is available

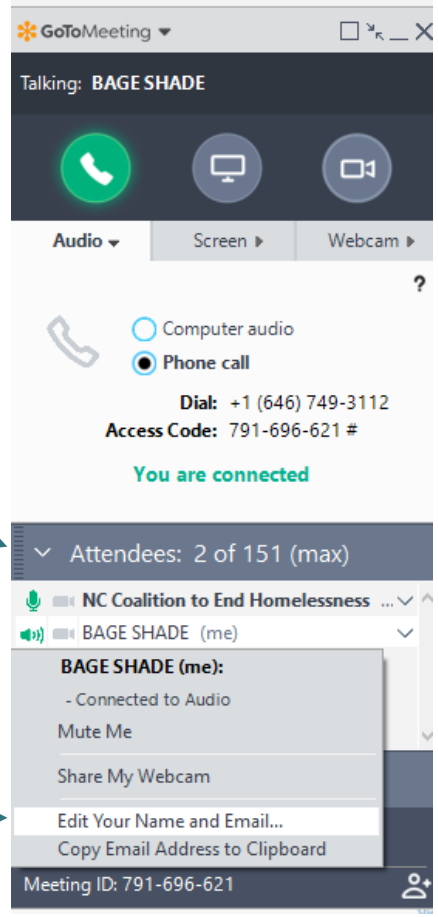


NCCEH

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…



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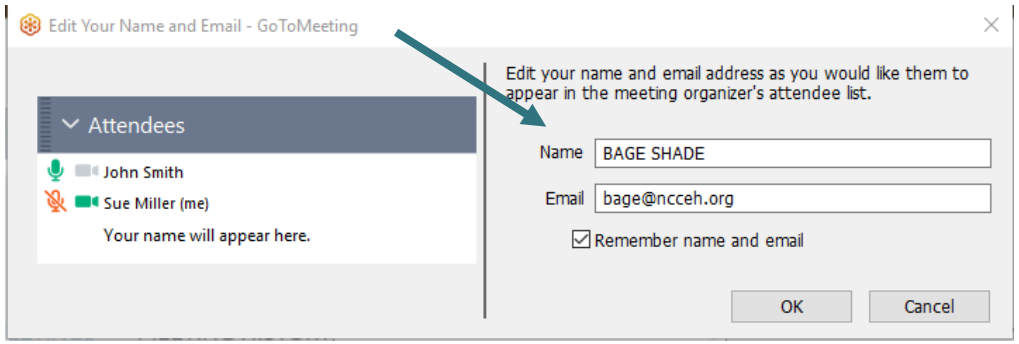

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System Updates

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

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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
  - Adults with Children (Families)
  - Adults without Children (Singles) – specify gender
  - Veterans with Children (entire Family)
  - Veterans without Children (Singles)
  - Chronically Homeless Adults with Children (entire Family)
  - Chronically Homeless Adults without Children (Singles)
  - Youth (18-24) with Children
  - Youth (18-24) without Children
  - 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

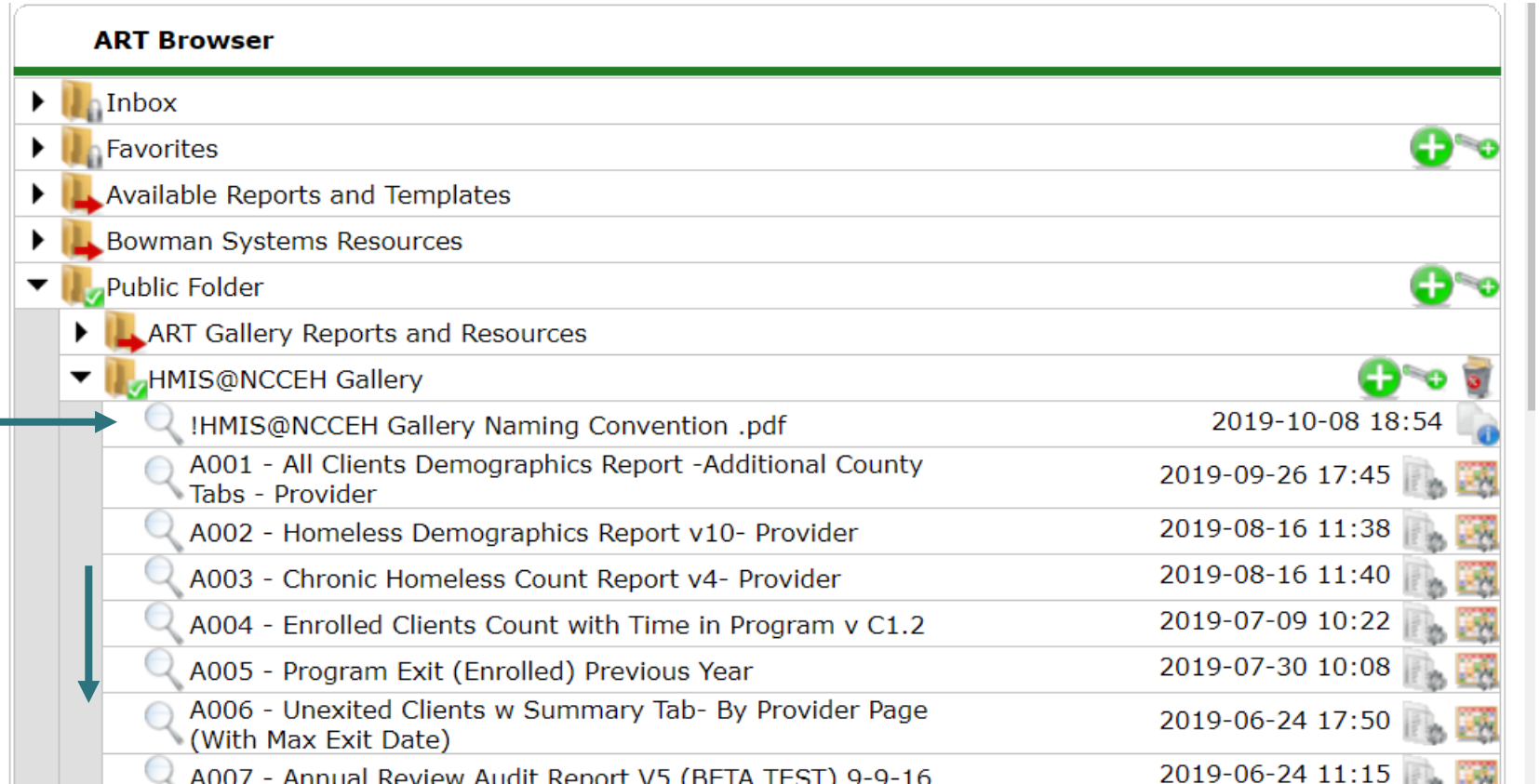
ART Report Naming Convention

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



NCCEH

ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

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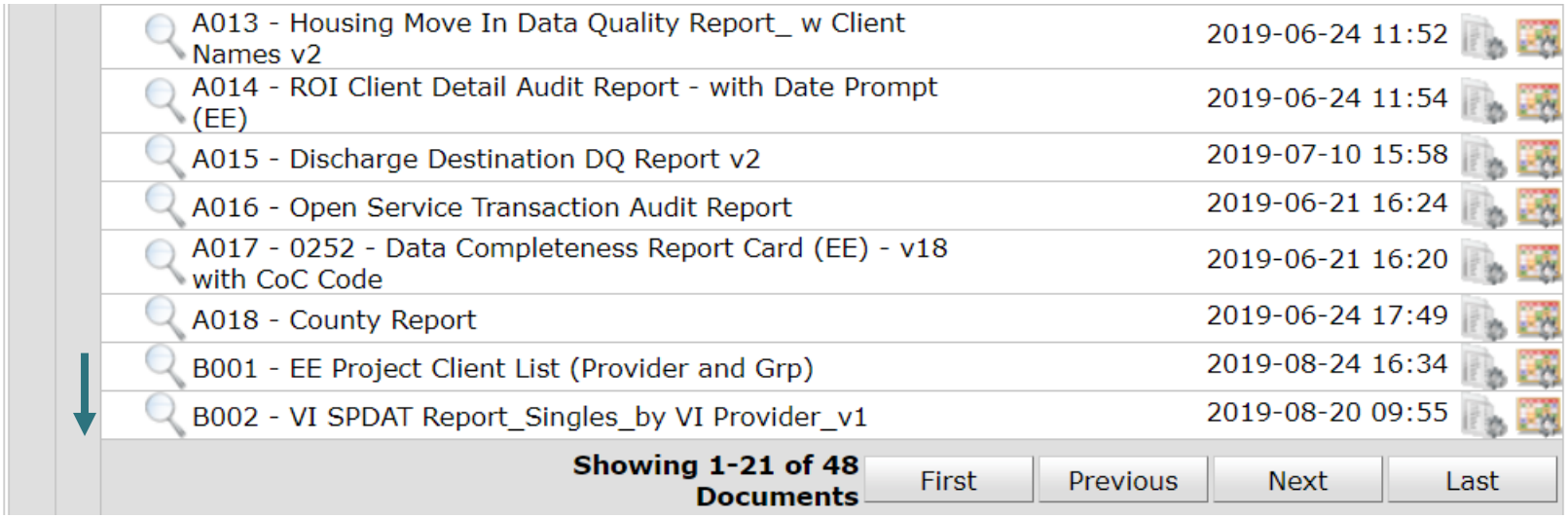
Care Coordination such as VI-SPDAT and BNL reports



NCCEH

ART Report Naming Convention

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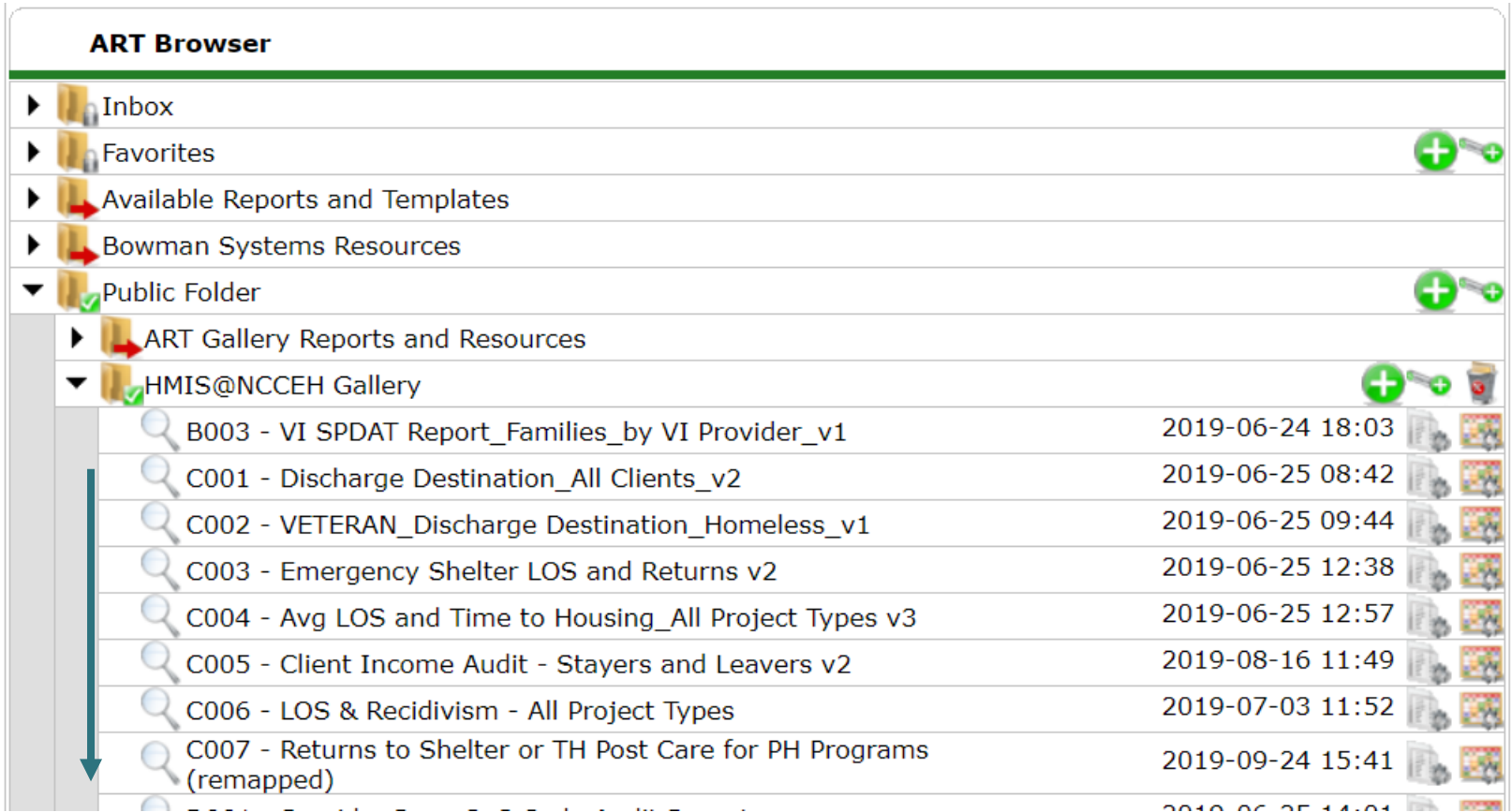
Outcomes Reports



NCCEH

ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

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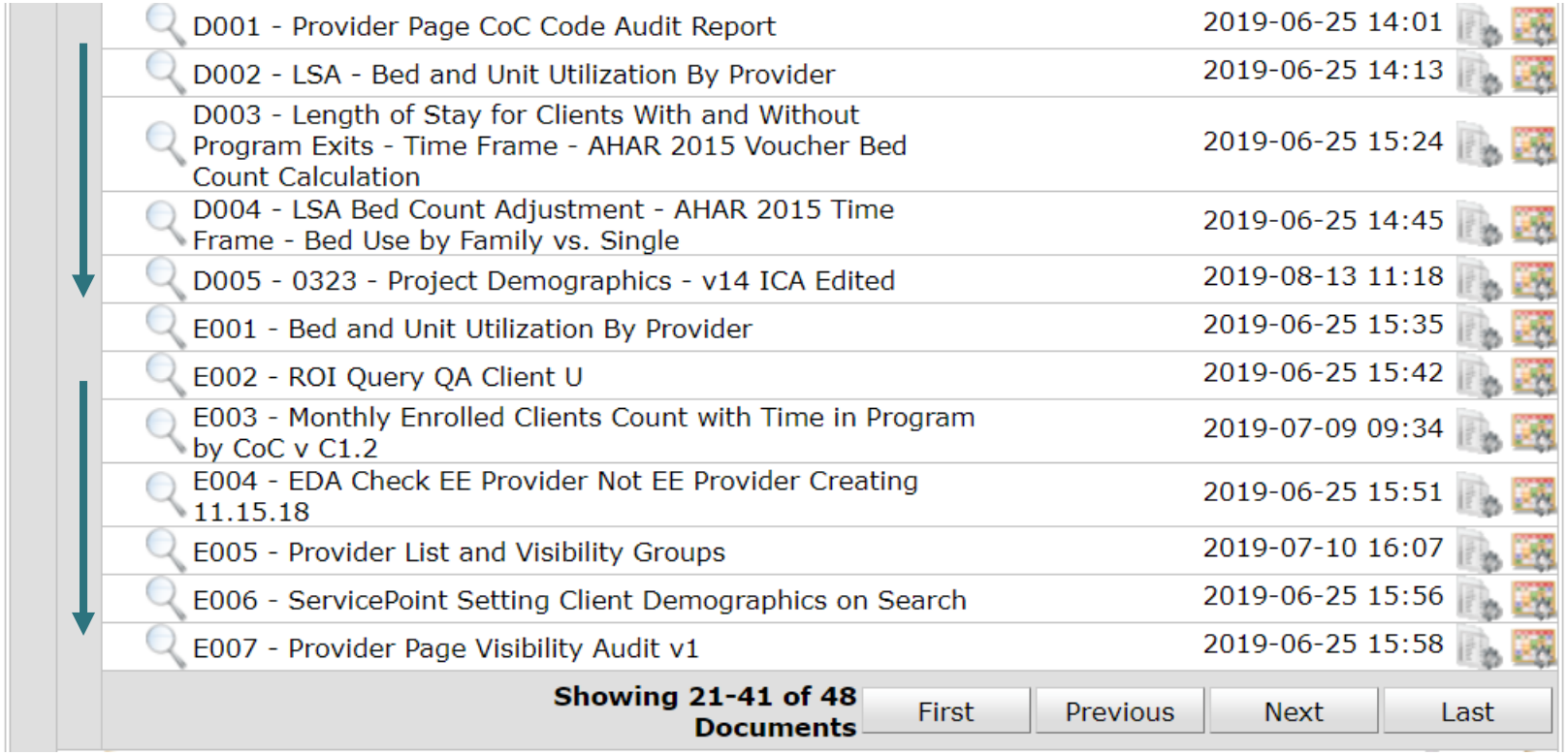
Reports for Funders

Reports for Auditing



NCCEH

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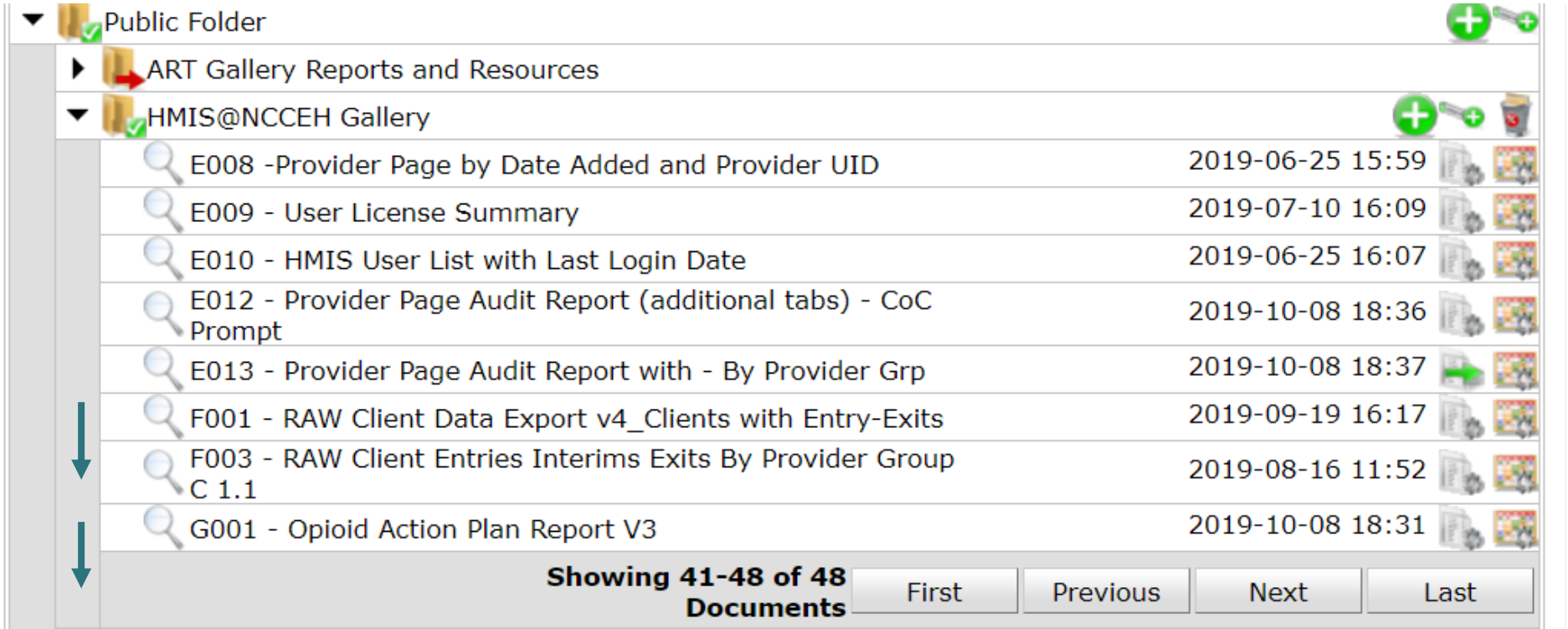

Raw Reports

Reports for Research

NCCEH

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

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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)

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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?

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Disability Data in NC HMIS

Disability data is entered in 3 places

Project Entry

Interim
Update

Interim
Annual Assessment

Project Exit

NCCEH

Disability questions in HMIS

Part 1-

A general question

Disability Status

	Does the client have a disabling condition?

-Select-

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

Disability Status

	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)

NCCEH

Disability questions in HMIS

Part 1-

A general question

Disability Status

	Does the client have a disabling condition?

Yes (HUD) ▼

Part 2-

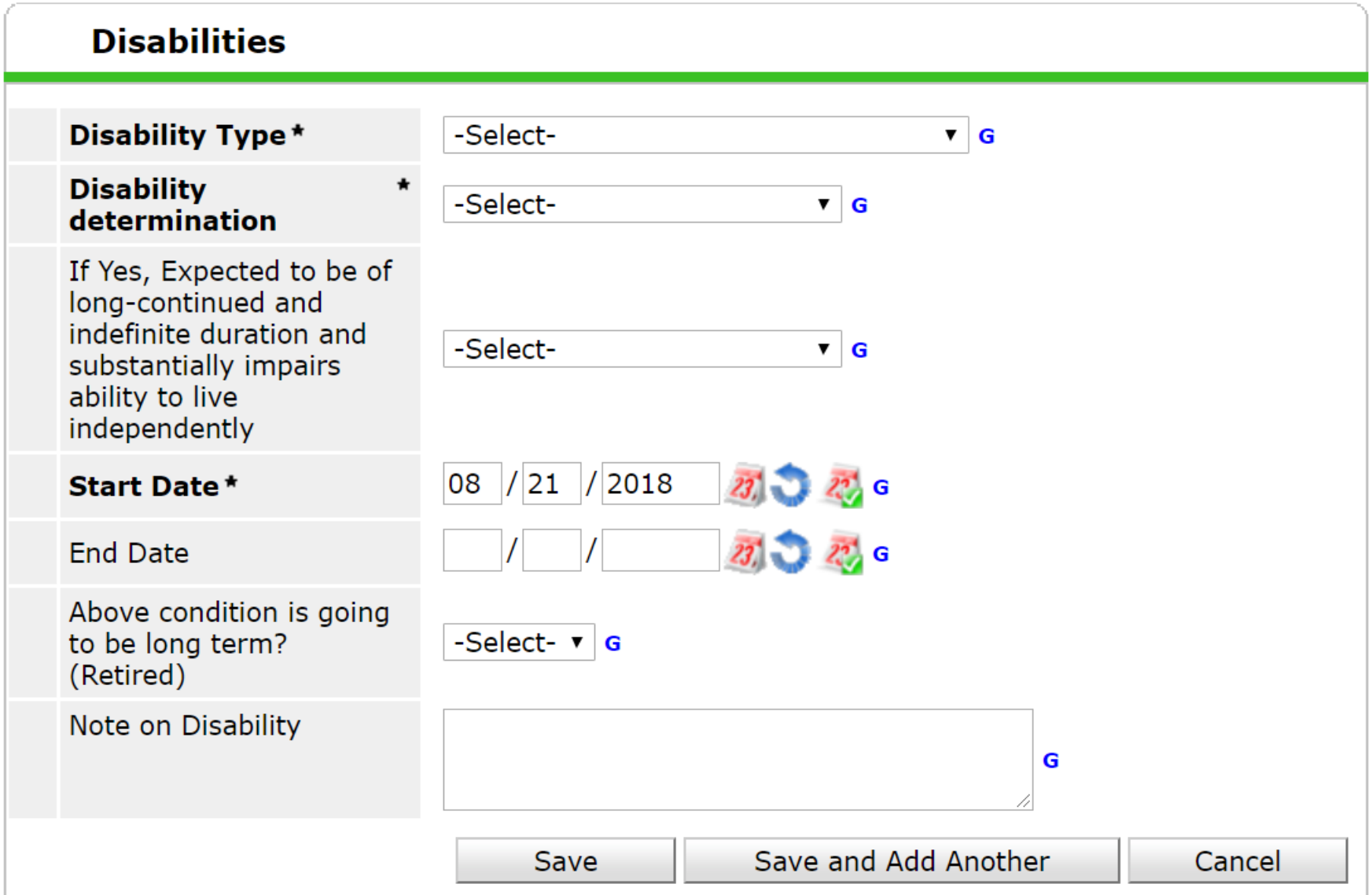
The disability sub-assessment

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
Start Date *	08 / 21 / 2018 G
End Date	/ / G
Above condition is going to be long term? (Retired)	-Select- G
Note on Disability	G

Save | Save and Add Another | Cancel

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

Disability Status

Does the client have a disabling condition?	-Select-

We need to ask the criteria questions in Part 2

Disabilities

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

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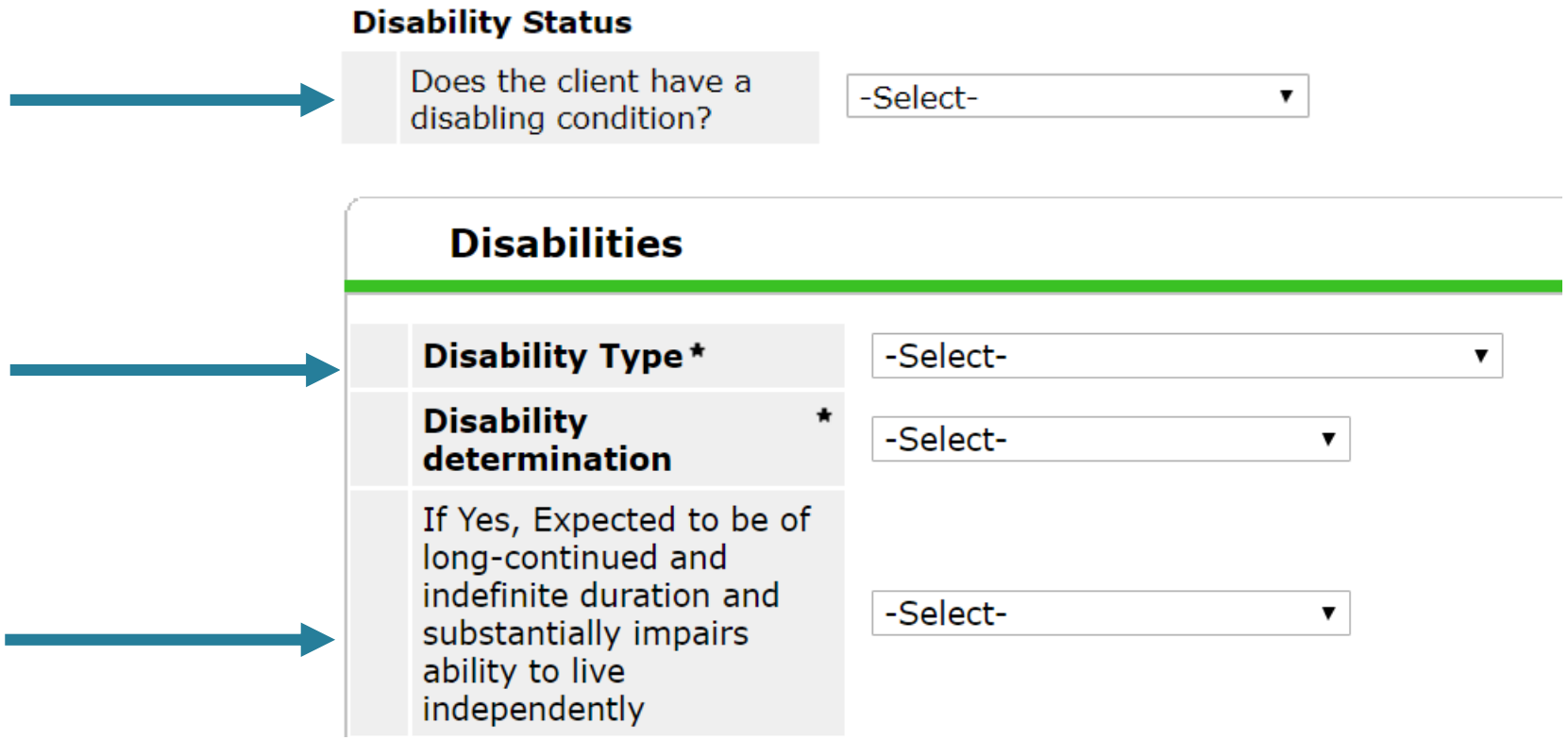
When to answer “Yes”

Only answer yes here if:

The client’s disability type fits within HUD’s disabling condition definition

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)

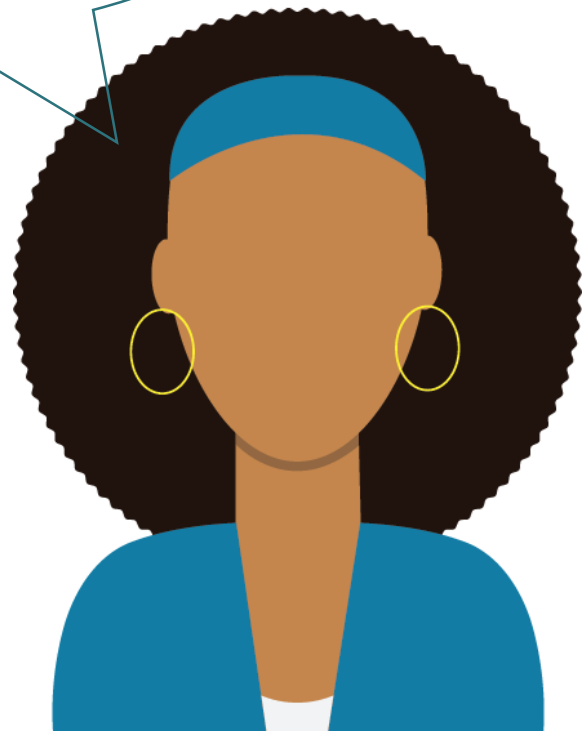
2. Work with the client to determine if they meet disability criteria

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

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.

NCCEH

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?

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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

Do you have any conditions that fit into any of the disability categories I listed?

Yes - I have a Mental Health Problem

NCCEH

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?

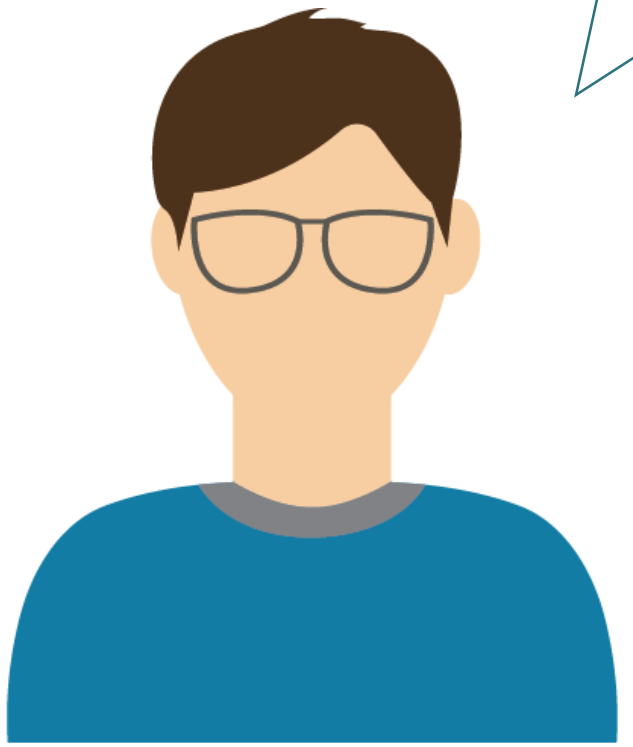
Yes, it is indefinite and impairs my ability to live independently.

NCCEH

Request documentation of disability

Has someone like a doctor or other professional verified that you have this disability? If so, is there a document you can share for our records?

No, it has not been documented.

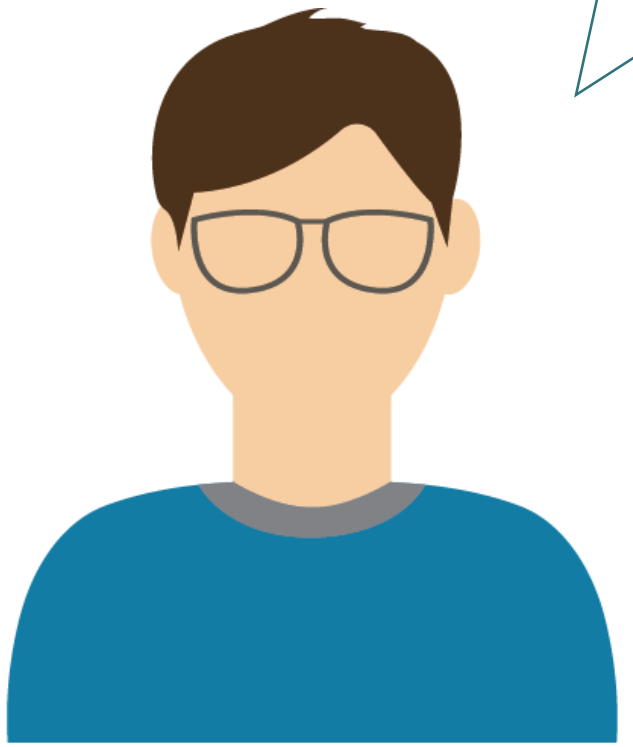


NCCEH

Request documentation of disability

That's okay! Documentation can help prove your eligibility for some housing projects. But it is not needed for our program right now.

Ok, I might need help with that.



NCCEH

What did we learn from the client?

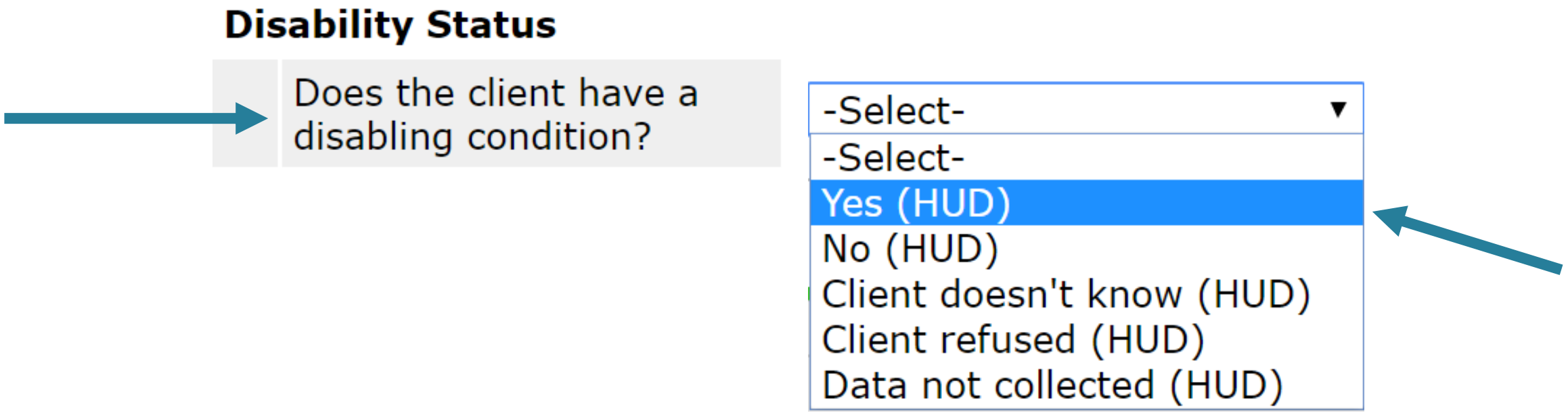
Question	Response
Disability Type	Mental Health Problem
Expected to be of long duration and indefinite and substantially impair ability to live independently?	YES
Does the client have a disabling condition?	YES (based on the responses above)
Documentation of disability and severity on file?	NO (not required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

NCCEH DATA CENTER

HMIS Disability Data Entry

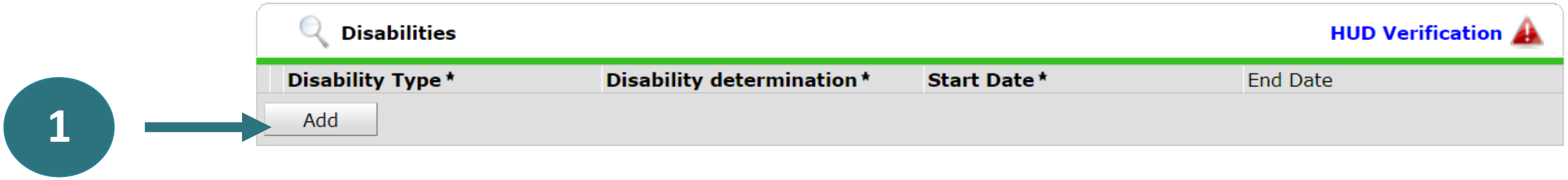
Based on scenario from previous section

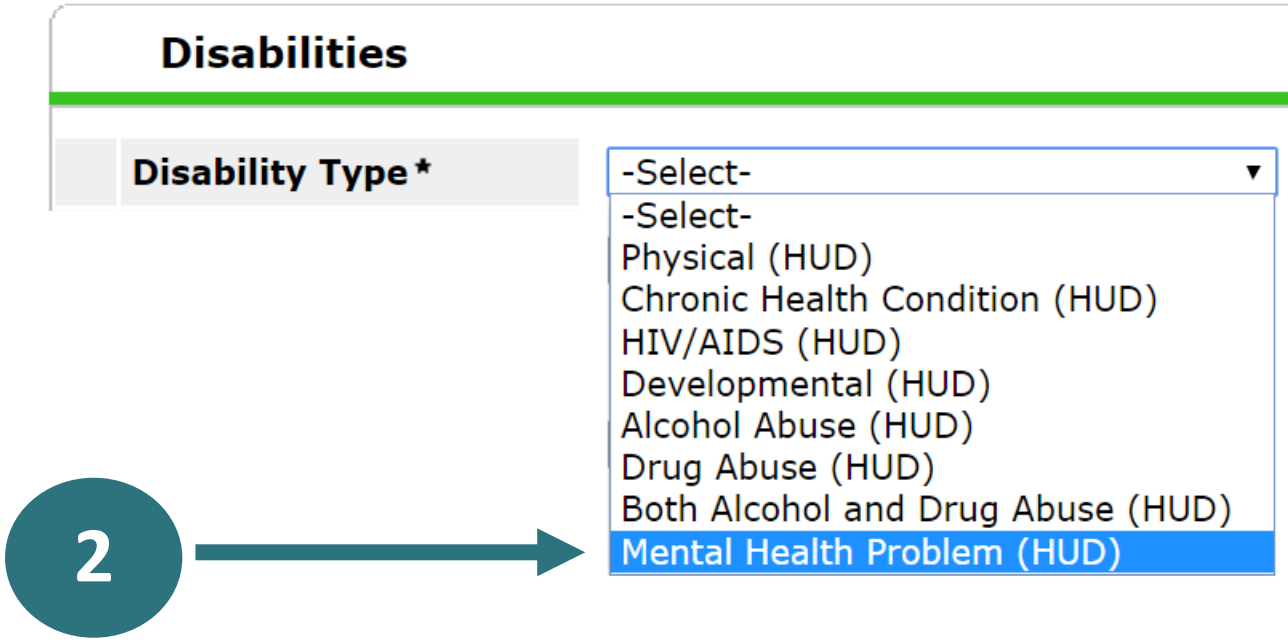
Indicate client has a disability in HMIS



NCCEH

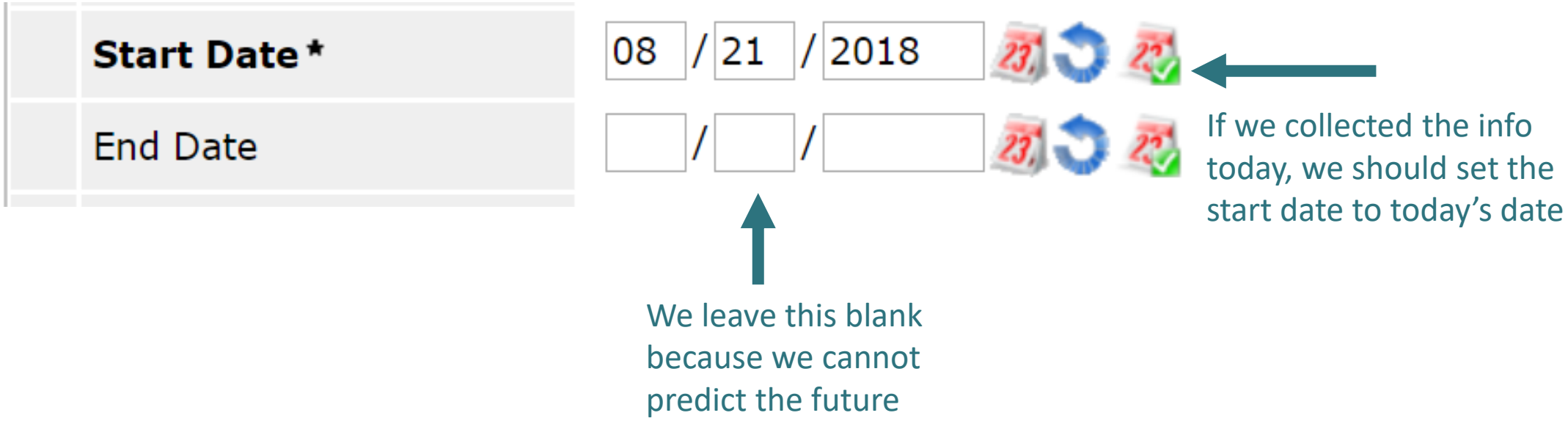
Select type of disability in HMIS





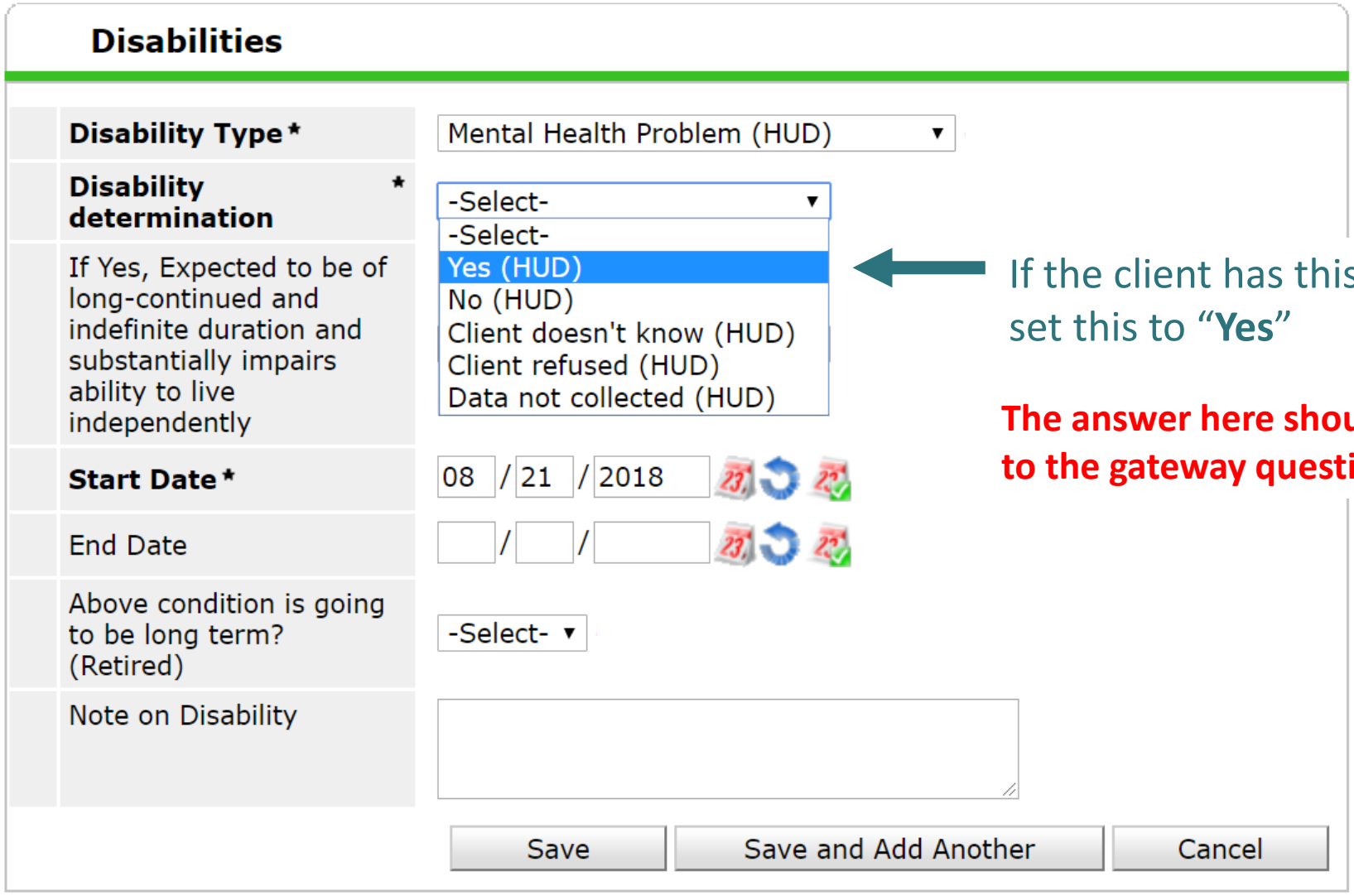
NCCEH

Enter Start Date = Date information collected



NCCEH

Confirm the specific disability



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

The answer here should match response to the gateway question

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Save the disability data in HMIS

Click this button if client has more than one disability

HUD Verification

HUD verification matters

Disability Status

Does the client have a disabling condition?	Yes (HUD) G

Disabilities HUD Verification

		Disability Type *	Disability determination *	Start Date *	End Date
		Mental Health Problem (HUD)	Yes (HUD)	08/21/2018	

Add **Showing 1-1 of 1**

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HUD Verification Alerters- green is good

Alerter	HUD Verification Status
HUD Verification	Incomplete
HUD Verification	Complete

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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

Complete HUD Verification

Disability Status

Does the client have a disabling condition?	Yes (HUD) ▼ G

Disabilities HUD Verification

		Disability Type *	Disability determination *	Start Date *	End Date
		HIV/AIDS (HUD)	No (HUD)	08/21/2018	
		Physical (HUD)	No (HUD)	08/21/2018	
		Mental Health Problem (HUD)	Yes (HUD)	08/21/2018	

Add **Showing 6-8 of 8** First Previous Next Last

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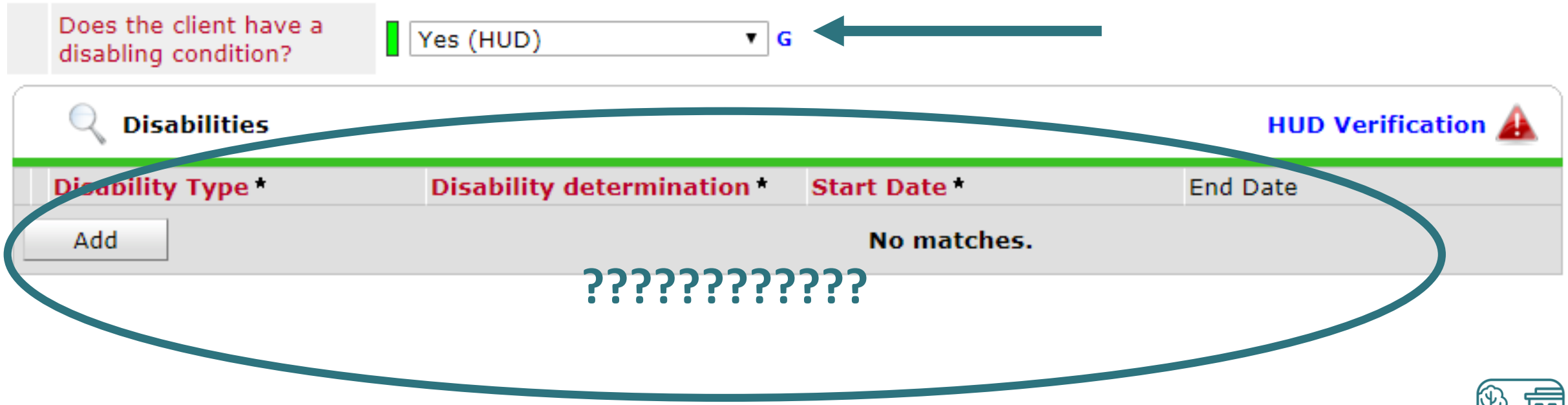
Disability Data quality

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



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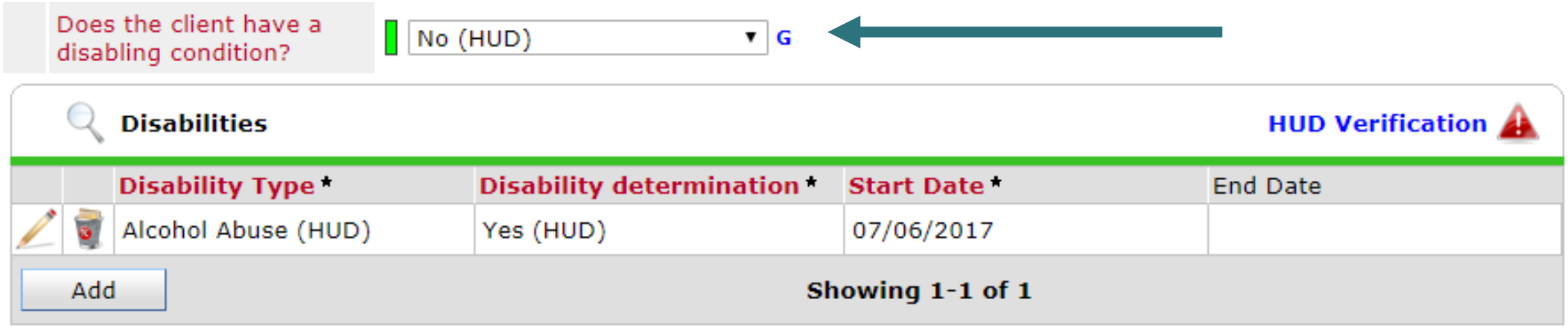
Potential disability data entry errors- Conflict

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



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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 24th	Durham CoC HMIS Users Meeting
Nov 1st	HMIS@NCCEH Training Site Refresh
Nov 22nd or 25th	*Durham CoC HMIS Users Meeting*
October - February	System Performance Measures Reports

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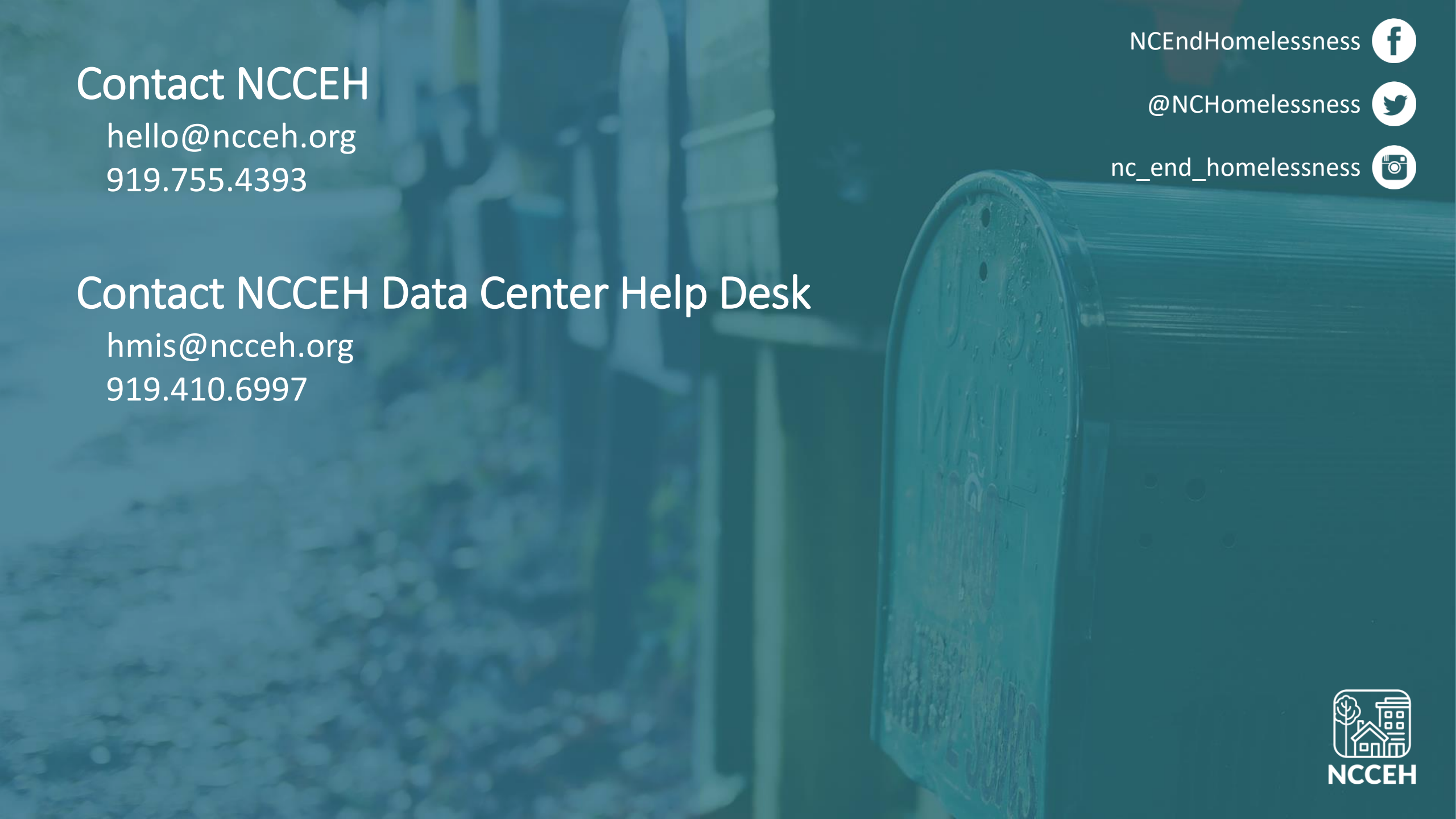

Contact NCCEH

hello@ncceh.org
919.755.4393

Contact NCCEH Data Center Help Desk

hmis@ncceh.org
919.410.6997

NCEndHomelessness

@NCHomelessness

nc_end_homelessness

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