NC BoS CoC HMIS Users Meeting

February 2020

NC COALITION to end HOMELESSNESS

Agenda

February 2020

System Updates

- Homeless History question updates
- Verify and Save testing
- CoC-APR and ESG-CAPER report issues
- Point in Time and Housing Inventory Count submissions

How Can We Help

- Understanding the Household tab versus Entry/Exit tab
- Avoid Update and Annual pitfalls

What's Next

- Deadlines

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System Updates

Homeless History question updates

Question Change

The question, "**When did the client start staying on the streets or in emergency shelters this time?**" was changed to "**Approximate date homelessness started**:" on intake.

Extra Tips

Hover over questions for different ways of asking the questions

Homeless History

Prior Living Situation	Place not meant for habitation (HUD)
Length of Stay in Previous Place	90 days or more, but less than one year G
Approximate date homelessness started:	06 / 01 / 2018 G
Regardl... stayed last Number of has been on the streets, in ES, or SH in the past three years including today	When did the client start staying on the streets or in emergency shelters this time? When did you become homeless this time? Three times (HUD) G
Total number of months homeless on the street, in ES or SH in the past three years	10 G

Homeless History question updates

Extra Tips

Hover over questions for different ways of asking the questions

- (No Safe havens in NC)
- How much time have you spent staying with someone or paying for a room since becoming homeless?

Homeless History

Prior Living Situation	Place not meant for habitation (HUD)
Length of Stay in Previous Place	90 days or more, but less than one year G
Approximate date homelessness started:	06 / 01 / 2018 G
Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today	Three times (HUD) G
Total number of months homeless on the street, in ES or SH in the past three years	10 G

Total number of months homeless on the street, in emergency shelter in the past three years? (No Safe Havens in North Carolina)

How much time have you spent staying with someone or paying for a room since becoming homeless?

Income & S

Income

Verify & Save – System Administrator Tool

WellSky gave us a tool to "re-stamp" older/shared data with the current provider and date. This tool is the "Verify & Save Data" button and it will improve some of our reporting visibility issues BUT overuse of it will slow down our entire system.

Only use this button after a conversation with the NCCEH Data Center!

WARNING: Verify & Save is a System Administrator tool. Do Not Use without prior discussion with NCCEH Data Center.

Verify and Save Data   Save   Save & Exit   Exit

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CoC-APR and ESG-CAPER issues

We can't predict the future

- Reports can tell if data like Housing Move-In Dates are entered for a future date

Answer the questions below for the Head of Household and other adults

Client Location	NC-503 NC Balance of State CoC
Housing Move-in Date	01 / 16 / 2019

Point-in-Time Count
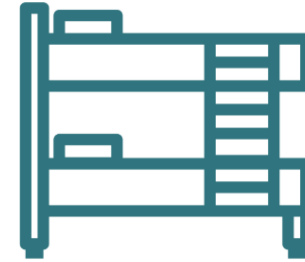
Unsheltered	Sheltered Count	
	HMIS ES + TH	Non-HMIS ES + TH
CoC Forms	**HMIS Reports**	**CoC Forms**
Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5	Work with NCCEH Data Center to finalize data and submit reports	Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5

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Housing Inventory Count

A one-day count of the shelter and permanent housing resources our community has to serve folks experiencing homelessness

For our CoC: January 29, 2020

Housing Inventory Count:
Emergency Shelter, Transitional Housing, Permanent Housing

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Submission steps (tentative dates)

3/6

1. Find your reports
   - ✓ 0628 HIC Supplement for RRH and PSH
   - ✓ 0629 Housing Inventory Count and 0630 Sheltered-Unsheltered PIT report for ES and TH
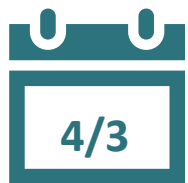
2. Review your reports

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

4/3

4. Submit accurate reports

All Data will be finalized within 4 weeks!

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Find Your Reports

PIT and HIC reports are run separately for each HMIS project

Homeless Projects have different reports than Permanent Housing Projects

Project Type	0628 HIC Supplement	0629 Housing Inventory Count	0630 Sheltered-Unsheltered PIT 2019
ES & TH		✓	✓
RRH & PSH	✓		

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Find Your Reports

Good News - You don't have to run the reports this year. We will!
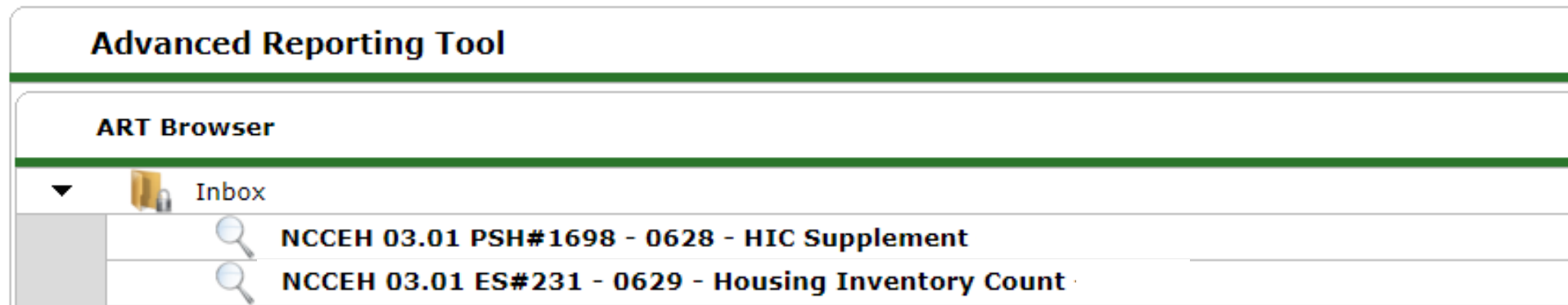
The reports for each of your projects will run in the AA's ART Inbox by Friday, March 6th

- If your agency wants the reports to be run elsewhere, please tell us know

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Review Your Reports

Look for reports labeled with NCCEH, the run date, the project type, and the project number:

Advanced Reporting Tool

ART Browser

▼ 📁🔒 Inbox

🔍 NCCEH 03.01 PSH#1698 - 0628 - HIC Supplement

🔍 NCCEH 03.01 ES#231 - 0629 - Housing Inventory Count

Data Center ran this   Run date   Project Type   HMIS ID Number

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Review Your Reports

How do you know if your data is accurate?

Check for the correct entries and exits
- households

Check for missing details about client
- Demographics
- Disabling Conditions
- Chronic Homelessness questions
- Client Location

Check for children alone

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Abbreviations in PIT/HIC Reports

Race includes both Primary and Secondary Race responses from the Client Profile Tab

Column	Abbreviation	Meaning
Race	B	Black or African American
Race	W	White
Race	A	Asian
Race	N	Native Hawaiian or Other Pacific Islander
Race	I	American Indian or Alaskan Native
Race	Multi	Different races selected for Primary and Secondary
Race	D	Client Doesn't Know/Client Refused
Race	M	Missing or non-HUD values

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Abbreviations in PIT/HIC Reports

Other sub-populations correspond to specific questions in the Entry Assessment

Gateway Question

Homeless History

Column	Abbreviation	Meaning
Disab YN	Y	Yes for Disabling Condition
Disab YN	N	No for Disabling Condition
DV	Y	Domestic Violence Survivor
DV	N	Not a Domestic Violence Survivor
DV Flee	Y	Yes for Currently Fleeing from DV
DV Flee	N	No for Currently Fleeing from DV
CH	X	Was Chronically Homeless upon entry
CH	[blank]	Was not Chronically Homeless upon entry
Fam	AC	Adults with Children Household
Fam	A	Adults (multiple) without children
Fam	Sa	Single Adult
Fam	AM or ACM	At least one Household member is missing age

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Review Your Reports

0628 – HIC Supplement

			Adult Child		Adult Only		Child Only		
Prog Type	Providers Reporting Information in this Report		Count Households	Count Clients	Count Households	Count Clients	Count Households	Count Clients	Count Client Unique Id
RRH	Heading Home - Rowan County - RRH - HUD(8749)		1	2	2	2	0	0	4
RRH			1	2	2	2	0	0	4
		Total ALL:	1	2	2	2	0	0	4

Tab A - HIC Client Count | Tab B - Populations | Tab C - Subpopulations | Tab D - Client Detail | …

Confirm client totals for each tab

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Review Your Reports

0628 – HIC Supplement

Expand Columns to see all of the data

HH Group	Client Id	Client Unique Id 4	Age	Gend	Eth	Race Abbv	Di sa	HoH Relate	Ve t	DV	CH	EE Provider	EE Start	EE Exit	Prog Type	Move-In Date	Fa m
875303	437167		22	F	Non-Hisp	B	N	Self	N	N		Heading Home - Rowan County - RRH - HUD(5749)	3/1/2017		RRH	3/3/2017	AC
	437168		2	F	Non-Hisp	B	N	Child	N	N		Heading Home - Rowan County - RRH - HUD(5749)	3/1/2017		RRH	3/3/2017	AC
901370	458737		23	F	Non-Hisp	B	N	Self	N	Y		Heading Home - Rowan County - RRH - HUD(5749)	######		RRH	7/7/2017	Sa
918301	432533		18	F	Non-Hisp	I	Y	Self	N	N		Heading Home - Rowan County - RRH - HUD(5749)	######		RRH	######	Sa

Filters applied to Tab D - Client Detail
No Filter on Tab D - Client Detail

Tab A - HIC Client Count | Tab B - Populations | Tab C - Subpopulations | **Tab D - Client Detail**

Review Your Reports

0628 – HIC Supplement

Expand Columns to see all of the data

	HH Group	Client Id	Client Unique Id 4	Age	Gend	Eth	Race Abbv	Di sa	HoH Relate	Ve t	DV	CH	EE Provider	EE Start	EE Exit	Prog Type	Move-In Date	Fa m
2	875303	437167		22	F	Non-Hisp	B	N	Self	N	N		Heading Home - Rowan County - RRH - HUD(5749)	3/1/2017		RRH	3/3/2017	AC
3		437168		2	F	Non-Hisp	B	N	Child	N	N		Heading Home - Rowan County - RRH - HUD(5749)	3/1/2017		RRH	3/3/2017	AC
4	901370	458737		23	F	Non-Hisp	B	N	Self	N	Y		Heading Home - Rowan County - RRH - HUD(5749)	6/12/2017		RRH	7/7/2017	Sa
5	918301	432533		18	F	Non-Hisp	I	Y	Self	N	N		Heading Home - Rowan County - RRH - HUD(5749)	6/15/2017		RRH	7/28/2017	Sa
6																		
7	Filters applied to Tab D - Client Detail																	
8	No Filter on Tab D - Client Detail																	

Tab A - HIC Client Count   Tab B - Populations   Tab C - Subpopulations   **Tab D - Client Detail**

Review Your Reports

0630 – Sheltered Unsheltered PIT Report

	A	B	C	D	E	F	G	H
36	Total Number of Households	0			0	0		
37	Total Number of Persons	0			0	0		
	ALL HOUSEHOLDS							
38								
39			**Sheltered**		**Unsheltered**	**Total**		
40	**Households without Children**	Emergency	Transitional	Safe Haven				
41	Total Number of Households	20	0	0	0	20		
42	Total Number of Persons (Adults)	20	0	0	0	20		
43	Number of Young Adults (Age 18-24)	2	0	0	0	2		
44	Number of Adults (Over Age 24)	18	0	0	0	18		
45	Number of Persons with Missing DOB	0	0	0	0	0		
46								
47	**Gender**							
48	Female	1	0	0	0	1		
49	Male	19	0	0	0	19		
50	Transgender	0	0	0	0	0		
51	Gender Non-Conforming (i.e. not exclusively male or female)	0	0	0	0	0		
52	Client Doesn't Know / Client Refused	0	0	0	0	0		
53	Missing / Non-HUD	0	0	0	0	0		
54								
55	**Ethnicity**							

Tab A - Homeless Pop | Tab B - Veteran Households | Tab C - Youth Households | Tab D - Homele ...

Confirm client totals for each tab

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Review Your Reports

0629 – Housing Inventory Count

(not yet released)

Each project type has it's own tab

Review Your Reports

0629 – Housing Inventory Count

(Highlighted or red portions deserve a second look)

#	Organization Name	Project Name	Geo code	Bed Type	Inventory Type	If U, beds avail by	Other Fe	MckV Funded	Victim Services Provide	Target Population A (Optional)	B	Start Dates Inventory	HMIS	All Year-Round Beds/Units Households with Children Bed Inventory	Unit Inventory	HMIS Beds	Households without Children Bed Inventory	HMIS Beds	Households with ONLY Children Bed Inventory	Unit Inventory	HMIS Beds
ES1	Heading Home Housing - Rowan County(8275)	Heading Home Housing - Rowan County - Emergency Shelter - State ESG(8276)	379135	F	C		N	Y	N		NA	1/25/2012	1/25/2012	0	0	0	24	24	0	0	0

Look for total number of beds for each household type

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Review Your Reports

0629 – Housing Inventory Count

	Total Year-Round Beds - Household without Children	
	1. Current Year-Round Emergency Shelter (ES) Beds for Households without Children	24
	1A. Number of DV Year-Round ES Beds for Households without Children	0
	1B. Subtotal, non-DV Year-Round ES Beds for Households without Children	24
	2. New Year-Round ES Beds for Households without Children	0
	3. Under Development Year-Round ES Beds for Households without Children	0
	4. Total Year Round ES HMIS Beds for Households without Children	24
	5. HMIS Bed Coverage: ES Beds for Households without Children	100%

Coverage should always be 100% for HMIS participating projects

Review Your Reports

0629 – Housing Inventory Count

User Prompt Field	Value(s) Selected
Include Operational Projects ONLY?	-blank- (Optional Prompt)
Select Provider(s):	Heading Home Housing - Rowan County - Emergency Sh
Select CoC Code(s):	None Selected
Enter Date for Current Inventory:	1/30/2019
Enter Date for Under Development Inventory:	1/31/2019

Federal Funding should have 2019 info

Providers Reporting Information in this Report	Project Type	Physical Address				HUD CoC Code			Federal Partner Program		
		Street Address	City	State	Zip Code	CoC Code	Start	End	Program	Start	End
Heading Home Housing - Rowan County - Emergency Shelter - ESG (1448)	Emergency Shelter (HUD)	1234 Hope Rd	Salisbury	NC	28502	NC-503 NC Balance of State CoC	09/04/07		HUD:ESG	10/01/15	09/30/16
						NC-503 NC Balance of State CoC	09/04/07		HUD:ESG	10/01/16	09/30/17
						NC-503 NC Balance of State CoC	09/04/07		HUD:ESG	01/01/18	12/31/18

Is the Address right?

... | Tab F - Rapid Re-Housing | Tab G - Bedlist DQ | **Tab H - Additional Information** | +

24

Review Your Reports

If the inventory isn't correct, what do you do?

Contact the Data Center! We'll make the changes in HMIS:

- When did the change occur?
- What is the new total number of beds and units
- Are they dedicated to one type of household? How are they divided between HUD's household types?
- Are they dedicated to Veterans, Youth, or Chronically Homeless clients?

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Make Corrections: Entries & Exits

Clients who were not staying at/being served by your project

Remove Duplicate Entries

Make Corrections: Entries & Exits

Exit clients who were not staying at/being served by your project

Exit clients accurately

Utilization

Make Corrections: Utilization Rates

4 client

4 bed

4 ÷ 4 = **100% Utilization**

4 clients

2 beds

4 ÷ 2 = **200%** Utilization

The percentage of Beds occupied on a given night must fall between 65% -105%

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Does this make sense?

2 clients

4 beds

2 ÷ 4 = **50% Utilization**

The percentage of Beds occupied on a given night must fall between 65% -105%

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Make Corrections

Make Corrections: Missing data

Always, always check your **Enter Data As** and **Backdate** modes

Demographics don't change, so backdate will be the client's start date

Enter Data As
Back Date

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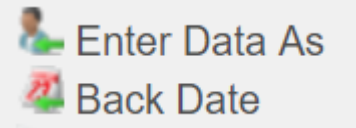
Make Corrections: Child Alone

Children under 18 rarely enter projects alone. Check for extra Entries:

Remove Duplicate Entry

Make Corrections: Child Alone

If the correct entry is not in the child's Entry/Exit Tab, use the [Households Guide](#) to correct

ClientPoint Entries and Exits with households

Now that you have created your household, every time you enroll or exit (or provide a service) for your client you will see the "Household Members" section. It will list your household members, each with a check box by their name:

Household Members

ⓘ To include Household members for this Entry / Exit, click the box beside each name. Only members from the SAME Household may be selected.

☐ (9) Single Parent

☑ (103) Billy, Bobby

☐ (104) Billy, Betty

☐ (105) Billy, Brandy

Make Corrections: Missing data

Client Demographics

How to
Update Vet
Status? →

Client Information				Service Transactions				
Summary	**Client Profile**	Households	ROI	Entry / Exit	Case Managers	Case Plans	Assessments

✏️ Client Record   Issue ID Card

Name	Evans, James, Jr.
Name Data Quality	Full Name Reported
Alias	J.J.
Social Security	***-**-5555
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	No (HUD)
Age	

Change   Clear

✏️ Client Demographics   🔒

Date of Birth
Date of Birth Type
Gender

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Make Corrections: Missing data

Client Demographics

Click the pencil →

Make Corrections: Missing data

Client Demographics

Change the dropdown as needed

Make Corrections: Missing data

Client Demographics

Remember: Secondary Race can be blank! It's not required. →

✏️ **Client Demographics**

Date of Birth	11/21/1985
Date of Birth Type	Full DOB Reported (HUD)
Gender	Female
Primary Race	Black or African American (HUD)
Secondary Race	
Ethnicity	Non-Hispanic/Non-Latino (HUD)

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Make Corrections

Once corrections are done, contact the Data Center so we can re-run the reports for you!

Submit Your Reports

Once your reports are accurate, formally submit them to the Data Center as final confirmation

Submit one form per HMIS project

Contact Person should be an HMIS User the Data Center can follow-up with

Attach both reports as File Attachments

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How Can We Help

 Household Tab vs Entry Exit Tab

Household Tab

- Think of the tab as a roster, as who could be in the Entry/ Exit

Entry/Exit Tabs

- If Scar was the only one coming to the project, only select his name

Project Start Data - (219) Lion, Scar

Household Members

ⓘ To include Household members for this Entry / Exit, click the box beside each name. Only members from the SAME Household may be selected.

☐ **(64) Single Parent**

☑ (219) Lion, Scar

☐ (221) Lion, Azizi

☐ (220) Lion, Kamari

☐ (222) Lion, Shenzi

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Entry/ Exit Tabs: Single client from Household

- A 'Please Confirm' warning appears, notice the wording
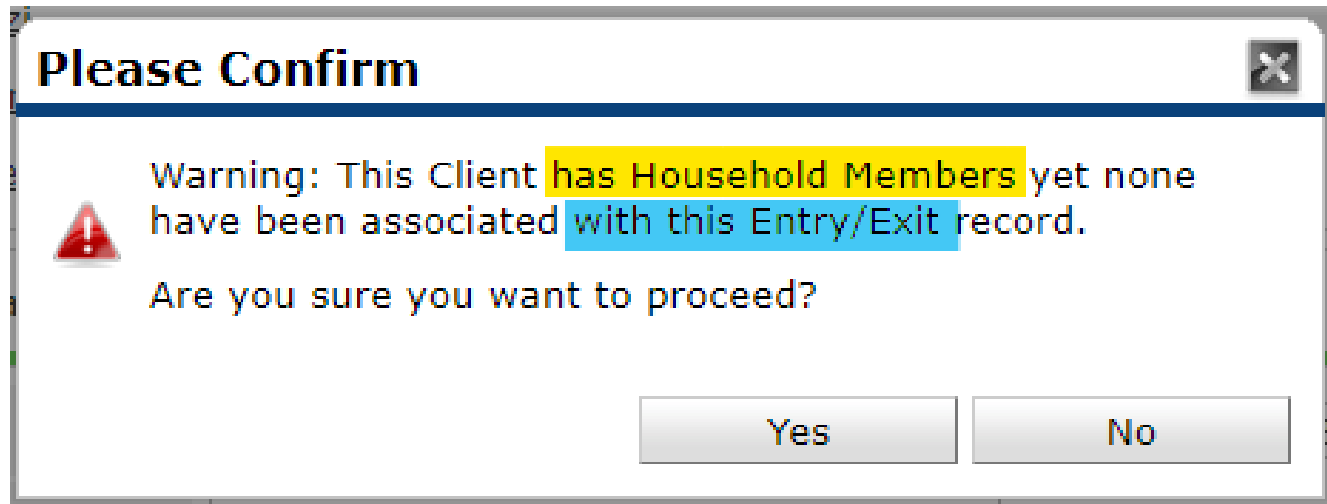
Entry/ Exit Tabs: Single client from Household cont.

- Notice the Client Count on the Entry/Exit Screen, which means Scar is the only client in the project

	Program	Type	Project Start Date		Exit Date		Interims	Follow Ups	Client Count	
🗑	Heading Home - Rowan County - Emergency Shelter (7389)	HUD	✏ 02/17/2020	✏			📋	📋	🔍❶	📎

| Add Entry / Exit | | Showing 1-1 of 1 |

Entry/ Exit Tabs: Multiple clients from Household

- Lets add two more household members

Entry/ Exit Tabs: Multiple clients from Household cont.

- Notice the client count is now three

	Program	Type	Project Start Date		Exit Date		Interims	Follow Ups	Client Count	
🗑	Heading Home - Rowan County - Emergency Shelter (7389)	HUD	✏ 02/17/2020	✏			📋	📋	🔍❸	📎

Entry/ Exit Tabs: Multiple clients from Household cont.

- If we were to go and edit the Entry, we see the ability to 'Include Additional Household Members'

- This means they were not removed from the Household because they weren't on the Entry/Exit

Household Members

ℹ️ To update Household members for this Entry Data, click the box beside each name.

☐ **(64) Single Parent**

☑ (219) Lion, Scar (Entry Date: 02/17/2020 11:22 AM)

☑ (221) Lion, Azizi (Entry Date: 02/17/2020 11:22 AM)

☑ (220) Lion, Kamari (Entry Date: 02/17/2020 11:22 AM)

Include Additional Household Members

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Household Tab revisted

- Household Tab is exactly the same after Entry/ Exits were made

| Summary | Client Profile | **Households** | ROI | Entry / Exit | Case Managers | Case Plans | Measurements | Activities | Assessments |

▼ (64) Single Parent

Name	Age	Head of Household	Relationship to Head of Household	Joined Household	Previous Associations	Household Count
(219) Lion, Scar	39	Yes	Self	08/17/2019	0 🔍	1 🔍
(221) Lion, Azizi	15	No	daughter	08/17/2019	0 🔍	1 🔍
(220) Lion, Kamari	3	No	son	08/17/2019	0 🔍	1 🔍
(222) Lion, Shenzi	10	No	daughter	08/17/2019	0 🔍	1 🔍

Manage Household

Household tab is different than Entry/Exit tab

- Household tab sets up the roster for recording Intakes and Exits

- Don't delete! Only remove members from the Household tab for death or divorce
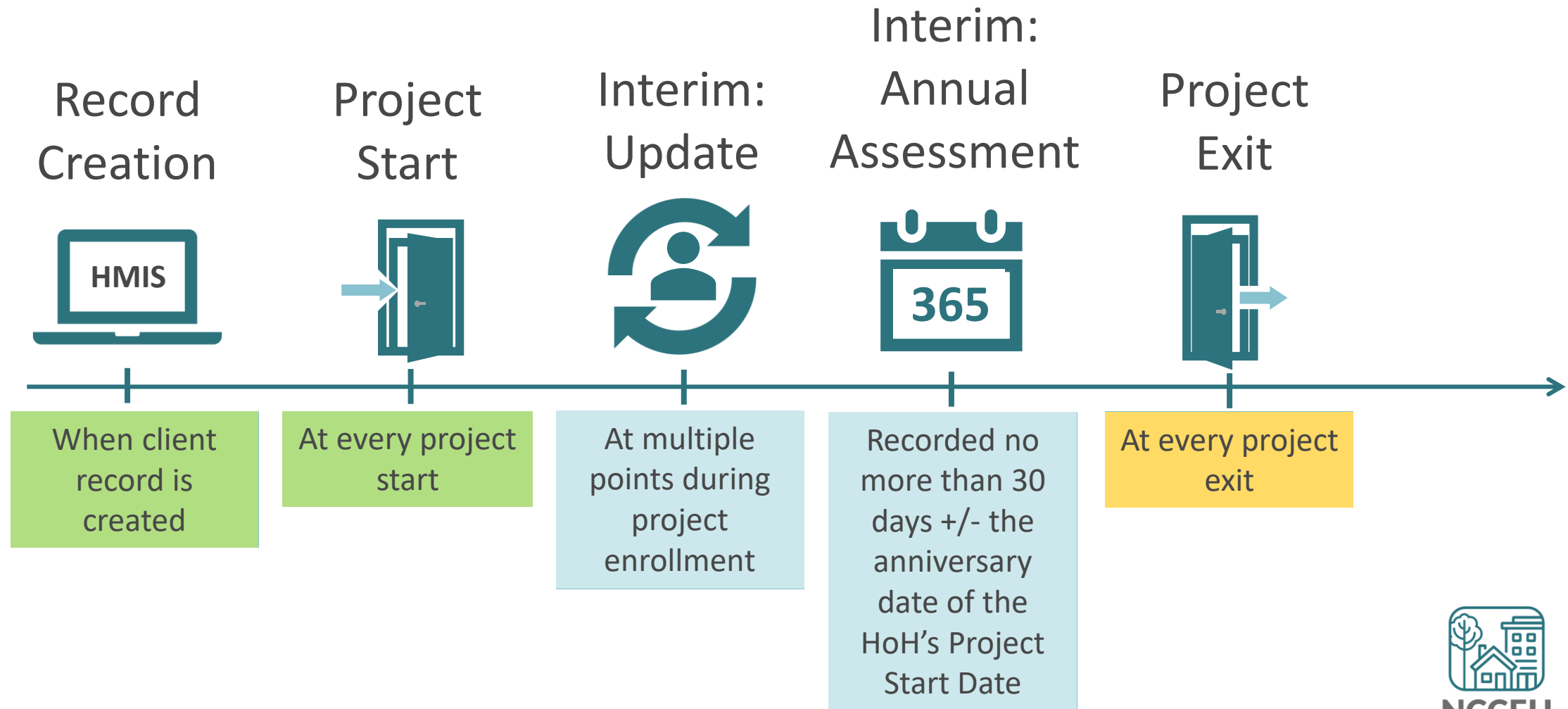
- Reports pull information from Entry/Exit tab

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Avoid Pitfalls in Interim Updates and Annuals

Record Creation	Project Start	Interim: Update	Interim: Annual Assessment	Project Exit
When client record is created	At every project start	At multiple points during project enrollment	Recorded no more than 30 days +/- the anniversary date of the HoH's Project Start Date	At every project exit

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Avoid Pitfalls in Interim Updates and Annuals

Interim Updates

- Project Start Date cannot equal an Interim Update Date

Interim Annual Assessments

- Annuals are required for all clients in all project types every year

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What's Next

What's Next Calendar

Due	Report/Event Name
Jan 29th	Point-in-Time Count night!
Feb 28th	System Performance Measures Submission
Feb 20th	BoS HMIS Users Meeting
March - April	Point in Time / Housing Inventory Count Reports
March 19th	BoS HMIS Users Meeting
July/August	Longitudinal System Analysis Report