

Durham CoC HMIS Users Meeting

January 2020



NC COALITION to
HOMELESSNESS end

Pre-Meeting Tip!

What the heck does **“When did the client start staying on the streets or in emergency shelters this time”** mean?

- In HUD speak: Approximate Date Homelessness Started
- Work with the client to estimate this experience of HUD Category 1 Homelessness
- Help with Chronic Homeless eligibility criteria



Pre-Meeting Tip!

What the heck does “When did the client start staying on the streets or in emergency shelters this time” mean?



Pre-Meeting Tip!

What the heck does “When did the client start staying on the streets or in emergency shelters this time” mean?



12 / 01 / 2019

*from 1/16/2020



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Agenda

January 2020

System Updates

System Performance Measures

Point in Time/Housing Inventory Counts

How can we help?

\$\$\$ Income Changes

What's Next



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System Updates

SPMs Progress so far – THANK YOU!

You have done a TON of work to make sure our community submits complete, accurate, and meaningful data!

SPM Action	Number of Clients
Red Flag Reviewed & Confirmed	344
Red Flag Corrected	742

You have also helped us escalate issues to Measure 7's report!



SPMs Submission Process

- Iterative process – back and forth corrections and re-running reports
- Two week focus on one set of corrections
 - Client Location and NC County of Service
 - Relationship to Head of Household, Child Alone
 - Move-In Dates and Destination
 - Entry/Exit Date validation and Level 4 Entries
 - Annual Assessments
- Data could cover 10/1/2015 – 9/30/2019

Point in Time & Housing Inventory Count

A one-day count of folks in the community experiencing homelessness and our resources to serve them

For our CoC: January 29, 2020



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Point in Time

A one-day count of folks in the community experiencing homelessness

For our CoC : January 29, 2020



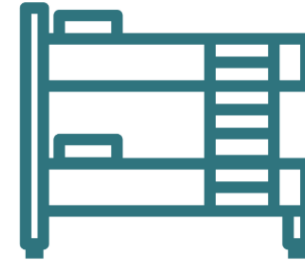
Sheltered Count:
Emergency Shelter, Transitional Housing



Unsheltered Count:
PIT night and service-based up to 7 days after



Data Collection for Point-in-Time Count



Unsheltered	Sheltered Count		
	HMIS ES + TH	Non-HMIS ES + TH	
Counting Us App	HMIS Reports	Counting Us App	Aggregate Reports*
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	NCCEH staff can assist agency staff to gather and report data by 2/14/20



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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How can you prepare for PIT/HIC?

- HMIS Reports will be available to review, correct, and submit in late February or early March
 - More info next month!
- Make sure that new and current clients in January have complete and accurate data!
 - Check your [ESG-CAPER](#) and [CoC-APR](#) now.
 - Confirm the number of beds and/or units with the [Data Center](#).

Happy (belated) New Year!

*What a great time to review 2019 Calendar Year data!





How can we help?

Income and Non-Cash Benefits

HUD's guidance:

Collect information accurate on the day of the interview (Project Start, Update, or Exit)

Do not record past or future data here

Ask clients to respond to each potential source of income or benefits

No documentation needed (for HMIS)



Income and Non-Cash Benefits

HUD's guidance:

Stick to the sources listed

- Lump sum amounts received by a family, such as inheritances, insurance settlements, or proceeds from sale of property, or back pay from Social Security are considered assets, not Income
- Non-Cash Benefits is intended to identify regular, recurrent benefits, not services and/or gifts such as phone cards and vouchers provided by a project



Income Sources



Source of Income	
Earned income (i.e., employment income)	Traditional jobs (est. including tips) , contract work, irregular work such as day labor
Unemployment Insurance	Formal benefits from the NC Division of Employment Security
Supplemental Security Income (SSI)	Social Security Administration assistance for clients with disabilities OR over 65 based on financial need
Social Security Disability Income (SSDI)	Social Security Administration assistance for clients with disabilities who are “insured” - have worked long enough and paid into Social Security taxes
VA Service-Connected Disability Compensation	Tax-free payment to Veterans who have a disability because of military service (or made worse by service)
VA Non-Service-Connected Disability Pension	Veterans and survivors who are eligible for VA Pension and require help due to a disability
Private disability insurance	Market rate income insurance
Worker’s Compensation	Employer insurance provided wage replacement



Income Sources



Source of Income	
Temporary Assistance for Needy Families (TANF)	Called Work First Family Assistance in North Carolina
General Assistance (GA)	Called Work First Cash Assistance in North Carolina
Retirement Income from Social Security	Traditional monthly assistance to protect against out living savings
Pension or retirement income from a former job	Benefits from previous employers
Child support	Court-ordered payments to a parent
Alimony or other spousal support	Court-ordered payments to a former spouse
Other source	Please specify if you think a client has a source of income not referenced above



Non-Cash Benefits



Source of Non-Cash Benefits

Supplemental Nutrition Assistance Program (SNAP)	Previously called food stamps and is the largest program in the domestic hunger safety net
Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)	Food and Nutrition Services from USDA for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five
TANF Child Care services	Child Care subsidies from NC's Work First (TANF) program
TANF transportation services	May not apply to NC
Other TANF-funded services	Anything else!
Other source	Please specify if you think a client has a source of non-cash benefits not referenced above



What else?

Are there situations that have come up that are not covered here?





Updating Sub-Assessments

How to Change Sub-Assessments

After the initial snapshot of a client at Project Start, Health Insurance, Income and Non-Cash Benefits can be changed in these locations

- Interim Updates
- Interim Annual Assessments
- Exit Assessments
- Post-Exit Follow-ups



How to change Sub-Assessments

Previous Response	Change or Edit at Update	Action (always check EDA and Backdate)
Gateway = No	Gateway = Yes	Change dropdown to Yes
Gateway = Yes	Gateway = No	Change dropdown to No
Type/Source = No	Type/Source = Yes	Do not edit previous Type/Source. Add new Type/Source as of the Update
Type/Source = Yes	Type/Source = Yes	Edit previous Type/Source and set end-date for day before the Update. Then Add new Type/Source as of the Update
Type/Source = Yes	Type/Source = No	Edit previous Type/Source and set end-date for day before the Update. Then use HUD Verification to set Type/Source to No

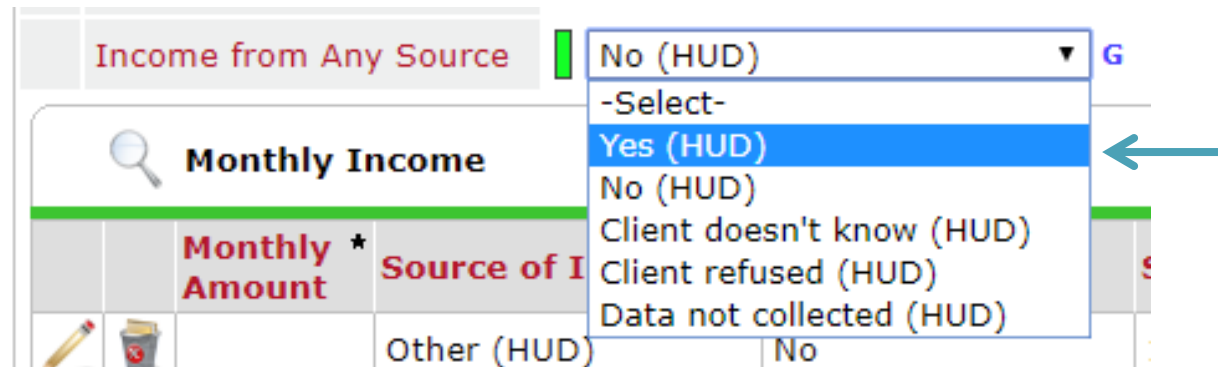
How to change Sub-Assessments

Example A

Wilson Smith has no income at project start 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

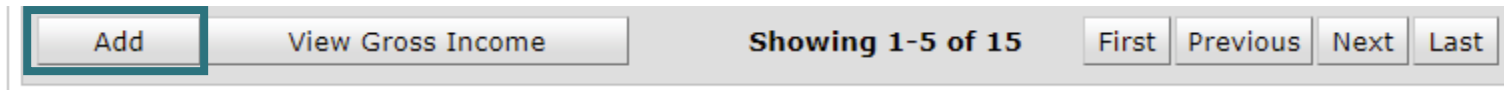


The screenshot shows a data entry form for 'Income from Any Source'. A dropdown menu is open, displaying the following options: 'No (HUD)', '-Select-', 'Yes (HUD)', 'No (HUD)', 'Client doesn't know (HUD)', 'Client refused (HUD)', and 'Data not collected (HUD)'. A blue arrow points to the 'Yes (HUD)' option. The form also includes a search icon and the text 'Monthly Income'.

Monthly Amount *	Source of I
	Other (HUD) No

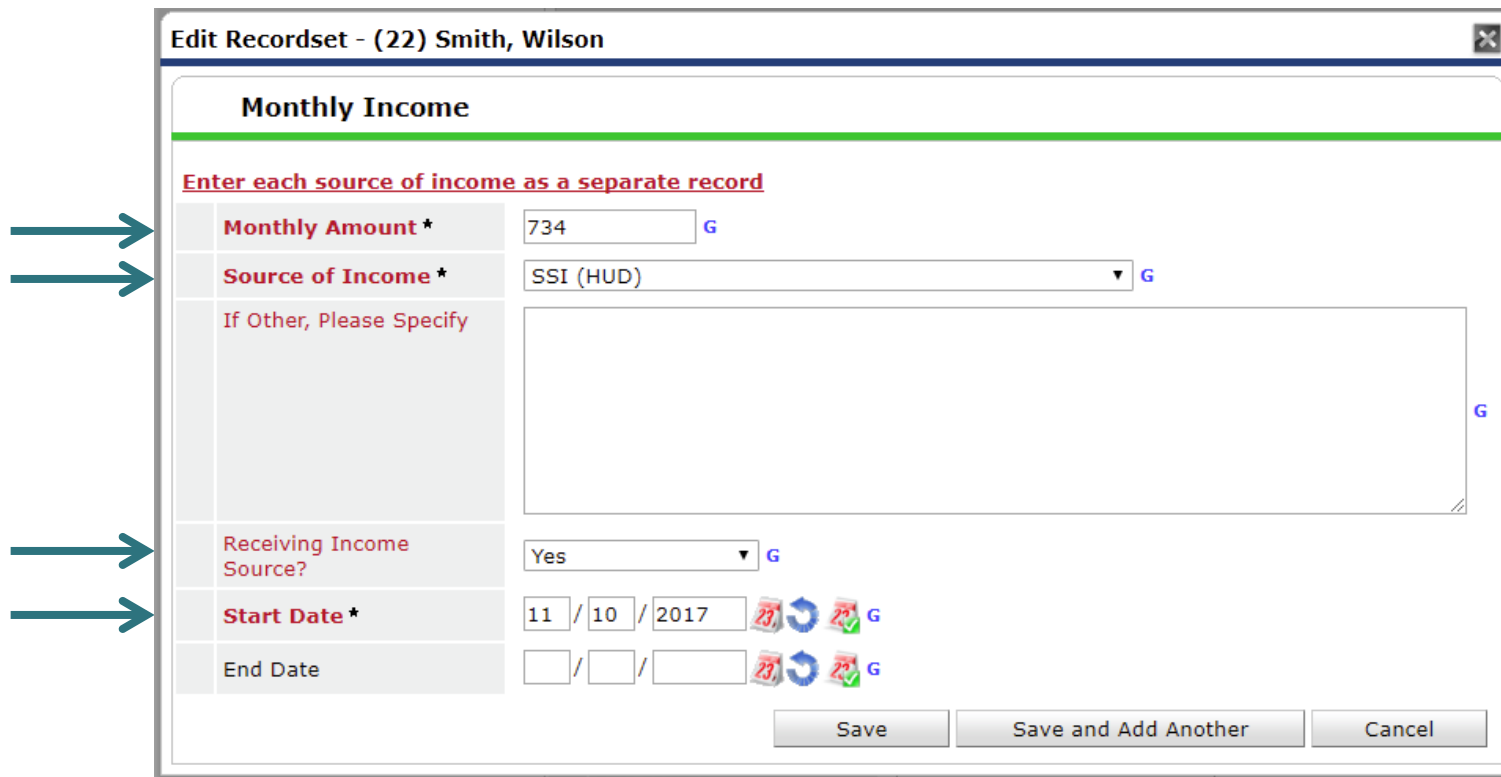
How to change Sub-Assessments

4. Click Add for a new SSI response



Navigation bar with buttons: Add, View Gross Income, Showing 1-5 of 15, First, Previous, Next, Last. The 'Add' button is highlighted with a blue border.

5. Complete Income Source information



Edit Recordset - (22) Smith, Wilson

Monthly Income

Enter each source of income as a separate record

Monthly Amount *	734	G
Source of Income *	SSI (HUD)	G
If Other, Please Specify		
Receiving Income Source?	Yes	G
Start Date *	11 / 10 / 2017	G
End Date		G

Buttons: Save, Save and Add Another, Cancel

Arrows point to the Source of Income and Start Date fields.

How to change Sub-Assessments

- Now check that the Gateway, Sources and HUD Verification all align and are correct

****ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS****

Total monthly income G

Income from Any Source Yes (HUD) No G

Monthly Income HUD Verification

		Monthly Amount *	Source of Income *	Receiving Income Source?	Start Date *	End Date
		US\$734.00	SSI (HUD)	Yes	11/10/2017	
			Other (HUD)	No	10/31/2017	
			Worker's Compensation (HUD)	No	10/31/2017	
			VA Non-Service Connected Disability Pension (HUD)	No	10/31/2017	
			Unemployment Insurance (HUD)	No	10/31/2017	

Add View Gross Income Showing 1-5 of 16 First Previous Next Last



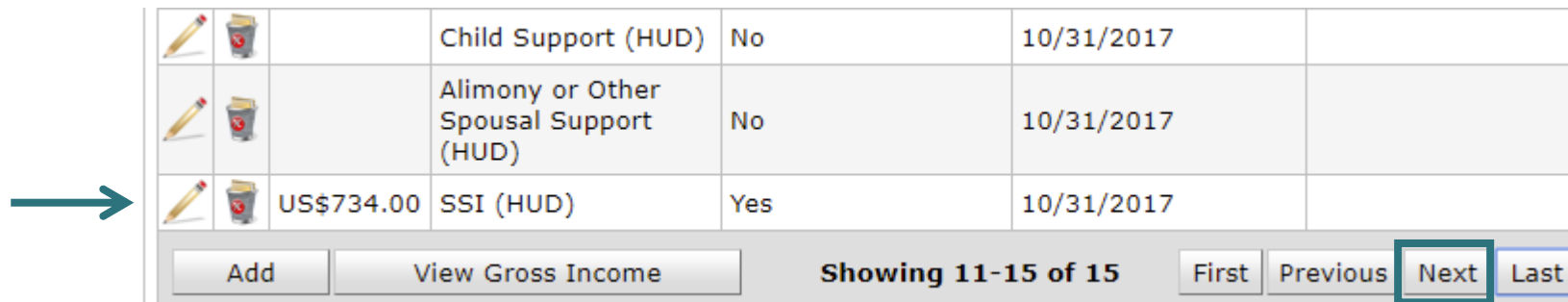
How to change Sub-Assessments







Example B

John Smith is receiving \$734 SSI income at project start Oct 31st but his SSI income has increased to \$786 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 John's Entry/Exit tab and Add an Interim Update
3. Find the SSI Income Source and click the pencil icon to edit



			Child Support (HUD)	No	10/31/2017	
			Alimony or Other Spousal Support (HUD)	No	10/31/2017	
		US\$734.00	SSI (HUD)	Yes	10/31/2017	

→

Add View Gross Income Showing 11-15 of 15 First Previous **Next** Last



How to change Sub-Assessments

4. Set the end-date to the day before the Backdate mode, Nov 9th

The screenshot shows a software window titled "Edit Recordset - (123) Smith, John". The main section is "Monthly Income" with a sub-instruction: "Enter each source of income as a separate record". The form contains the following fields:

- Monthly Amount ***: Input field with "734" and a "G" icon.
- Source of Income ***: Dropdown menu with "SSI (HUD)" selected and a "G" icon.
- If Other, Please Specify**: A large empty text area with a "G" icon.
- Receiving Income Source?**: Dropdown menu with "Yes" selected and a "G" icon.
- Start Date ***: Date input field showing "10 / 31 / 2017" with calendar icons and a "G" icon.
- End Date**: Date input field showing "11 / 09 / 2017" with calendar icons and a "G" icon. A blue arrow points to this field.

At the bottom of the window are four buttons: "Print Recordset", "Save" (highlighted with a blue box), "Save and Add Another", and "Cancel".

5. Click Add for a new SSI response

The screenshot shows a navigation bar with the following elements:

- Add**: Button highlighted with a blue box.
- View Gross Income**: Button.
- Showing 1-5 of 15**: Text indicating the current page and total records.
- First**, **Previous**, **Next**, **Last**: Navigation buttons.

How to change Sub-Assessments

6. Complete Income Source information

Add Recordset - (123) Smith, John

Monthly Income

Enter each source of income as a separate record

Monthly Amount *	786 G
Source of Income *	SSI (HUD) G
If Other, Please Specify	G
Receiving Income Source?	Yes G
Start Date *	11 / 10 / 2017 G
End Date	/ / G

Save Save and Add Another Cancel

How to change Sub-Assessments

- Now check that the Gateway, Sources, and HUD Verification all align and are correct

****ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS****

Total monthly income G

Income from Any Source Yes (HUD) No G

Monthly Income HUD Verification

	Monthly Amount *	Source of Income *	Receiving Income Source?	Start Date *	End Date
	US\$786.00	SSI (HUD)	Yes	11/10/2017	
		Other (HUD)	No	10/31/2017	
		Worker's Compensation (HUD)	No	10/31/2017	
		VA Non-Service Connected Disability Pension (HUD)	No	10/31/2017	
		VA Service Connected Disability Compensation (HUD)	No	10/31/2017	

Add View Gross Income Showing 1-5 of 16 First Previous Next Last





What's Next?

What's Next Calendar

Due	Report/Event Name
October - February	System Performance Measures Reports
Jan 23 rd	Durham HMIS Users Meeting
Jan 29 th	Point-in-Time Count night!
January - March	Point in Time / Housing Inventory Count Reports
February 20 th	Durham HMIS Users Meeting
May/June	Longitudinal System Analysis Report



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