Durham CoC
HMIS Users Meeting

February 2021

NC COALITION to end HOMELESSNESS

Agenda

February 2021

System Updates

- System Performance Measures Timeline
- Point in Time and Housing Inventory Count Timeline
- Last Login Policy

How Can We Help

- SPM Corrections
  - Overlaps, Avoid Update and Annual pitfalls
- Hotel/Motel stays – when is it “Homeless”?
- How to Use Dashboard Reports for:
  - Prior Living Situation, Health Insurance, Housing Move-In Dates
- Resource Reminders

What’s Next

- Training Poll Results
- HMIS Calendar

Demo/Troubleshooting

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System Updates

SPM Timeline

Data is for FY2020 (10/1/19 – 9/30/2020)

- Reporting period includes data as far back as 10/1/2017
- May resubmit FY2019 if data has significantly changed

HUD's deadline for submission is March 1, 2021

- We've got to review and clean-up data ahead of this deadline.
- Length of Time Homeless, Returns to Homelessness, and Exit Destination are already in LSA corrections.

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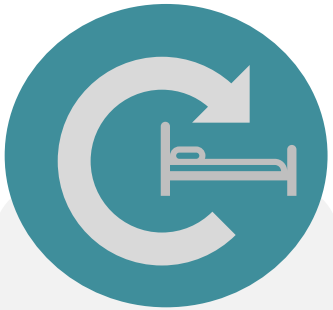
System Performance Measures

1

Length of Time Homeless



2

Return to Homelessness

3

Number of Homeless

4

Increase in Income

5

First Time Homeless

7

Exits and Retention of PH

LSA corrections reviewed/cut down on corrections for 3 measures already!

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SPM Timeline

Data review and corrections plan

- Data corrections to be sent in two waves
  - Jan 6th – Annuals, un-exited clients, clients with overlapping entries, incomplete data
  - Jan 25th – above plus exit, return, location data
- Deadline for *all* corrections is Feb 19th
- CoC Lead review and submission by Feb 26th

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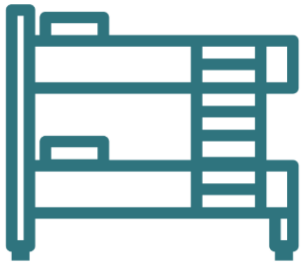
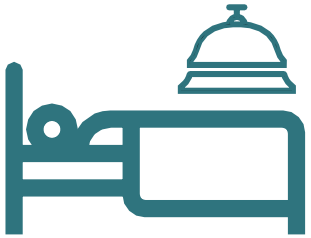
Point in Time and Housing Inventory Count

Point-in-Time Count

A one-day count of folks experiencing homelessness in our community.

For our CoC: January 27, 2021





Point In Time Count:
Emergency Shelter, Transitional Housing

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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 27, 2021

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

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PIT/HIC Submission steps (tentative dates)

1. Find your reports
   - ✓ 0628 HIC Supplement for RRH and PSH
   - ✓ REQ101 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. 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	REQ101 Housing Inventory Count (emailed)	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 and you'll receive an announcement email

- HelpDesk tickets will help us track your progress
- If your agency wants the reports to be run elsewhere, please tell us know

Screenshot Guidance on how to find, read, and review your HMIS Reports is available now!

- Point in Time Reports

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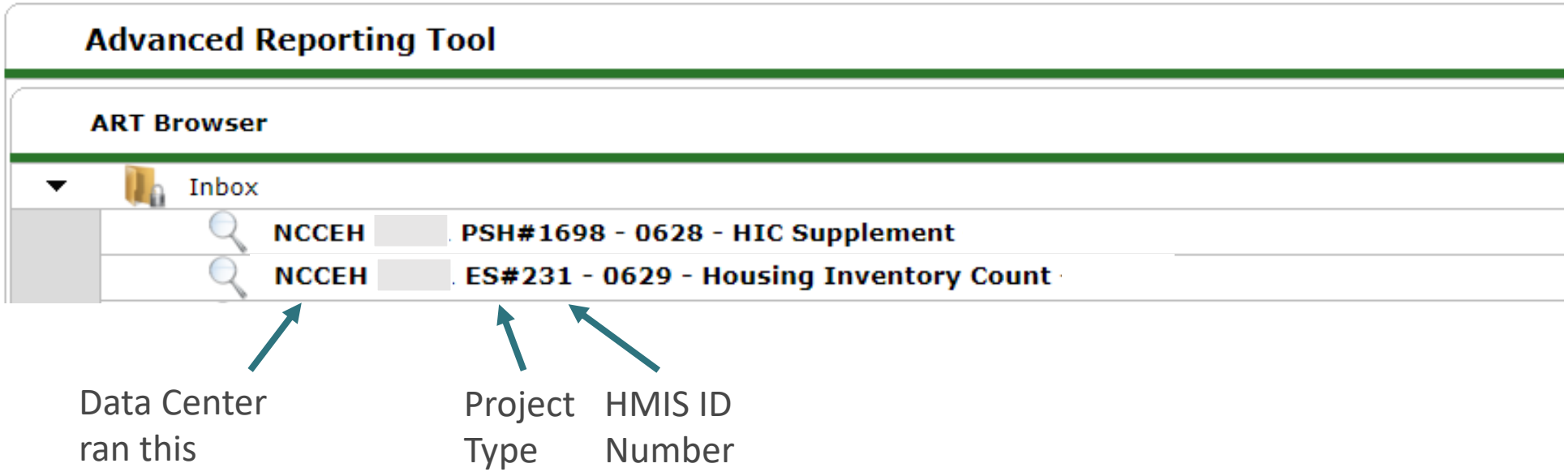
Review Your Reports

Look for reports labeled with 2021 NCCEH, the project type, and the project 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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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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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

*Links to be sent out once reports are ready

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Last Login Policy

- New users have 30 days from the time when Data Center staff send training materials to take the required trainings and submit completion certificates to the NCCEH Data Center.
- All users will be required to complete annual trainings and login to the HMIS system at least once every 60 days to retain their HMIS license.

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How Can We Help

SPM Corrections: Overlaps

System Performance Measures compare projects across agencies, show potential issues at a community level.

Overlaps occur when a client is recorded as sleeping in two places at once.

- Multiple homeless projects (ES or TH) at the same time
- A homeless and a permanent housing project with a move-in date at the same time

SPM Corrections identify if your project needs to confirm or correct the start date, exit date, or move-in date depending on the context.

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SPM Corrections: Overlaps

Overlapping start dates

- Among different projects
- Conflicting data about where a client slept

Entry / Exit

Program	Type	Entry Date	Exit Date
Wisteria Way Housing- Lee County -TH (5551)	HUD	08/04/2017	08/07/2017
Heading Home Housing - Rowan County - Emergency Shelter - State ESG (7124)	HUD	08/01/2017	08/06/2017

Add Entry / Exit

Showing 1-2 of 2

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SPM Corrections: Overlaps

Overlapping start date and move-in date

- Among different projects
- Conflicting data about where a client slept

Entry / Exit

Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count
Heading Home - Rowan County - Rapid Re-Housing - ESG (7390)	HUD	01/27/2021		1		1
Heading Home - Rowan County - Emergency Shelter (7389)	HUD	01/15/2021	01/30/2021			1

Add Entry / Exit

Showing 1-2 of 2

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SPM Corrections: Overlaps

If the homeless project exits the client, then the overlap issue no longer exists.

Entry / Exit

	Program	Type		Project Start Date		Exit Date	Interims	Follow Ups	Client Count	
	Heading Home - Rowan County - Rapid Re-Housing - ESG (7390)	HUD		01/27/2021						
	Heading Home - Rowan County - Emergency Shelter (7389)	HUD		01/15/2021		01/30/2021				

Add Entry / Exit

Showing 1-2 of 2

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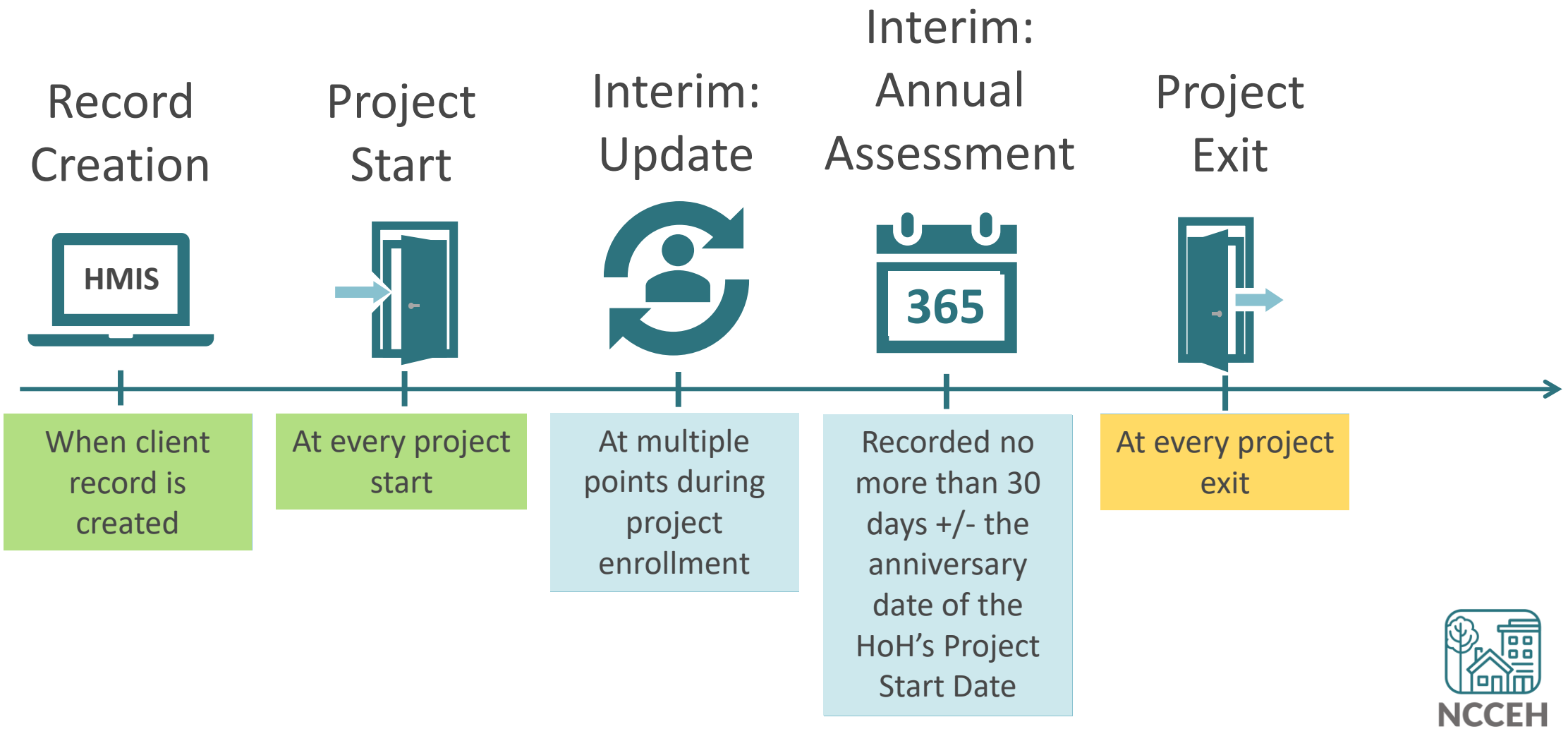
SPM Corrections: Interim Updates and Annuals



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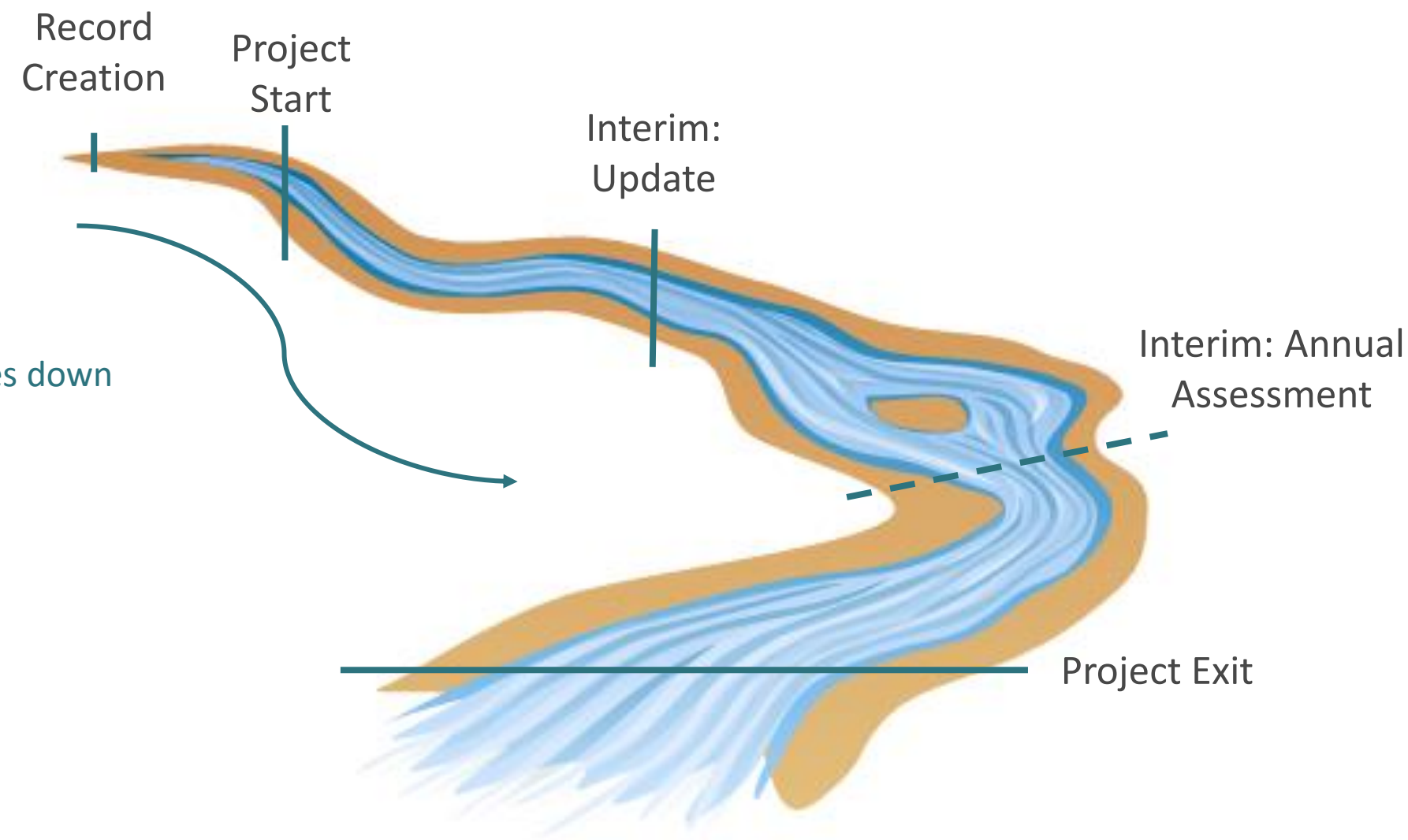
Avoid Pitfalls in Interim Updates and Annuals



Data flows/copies down the timeline.

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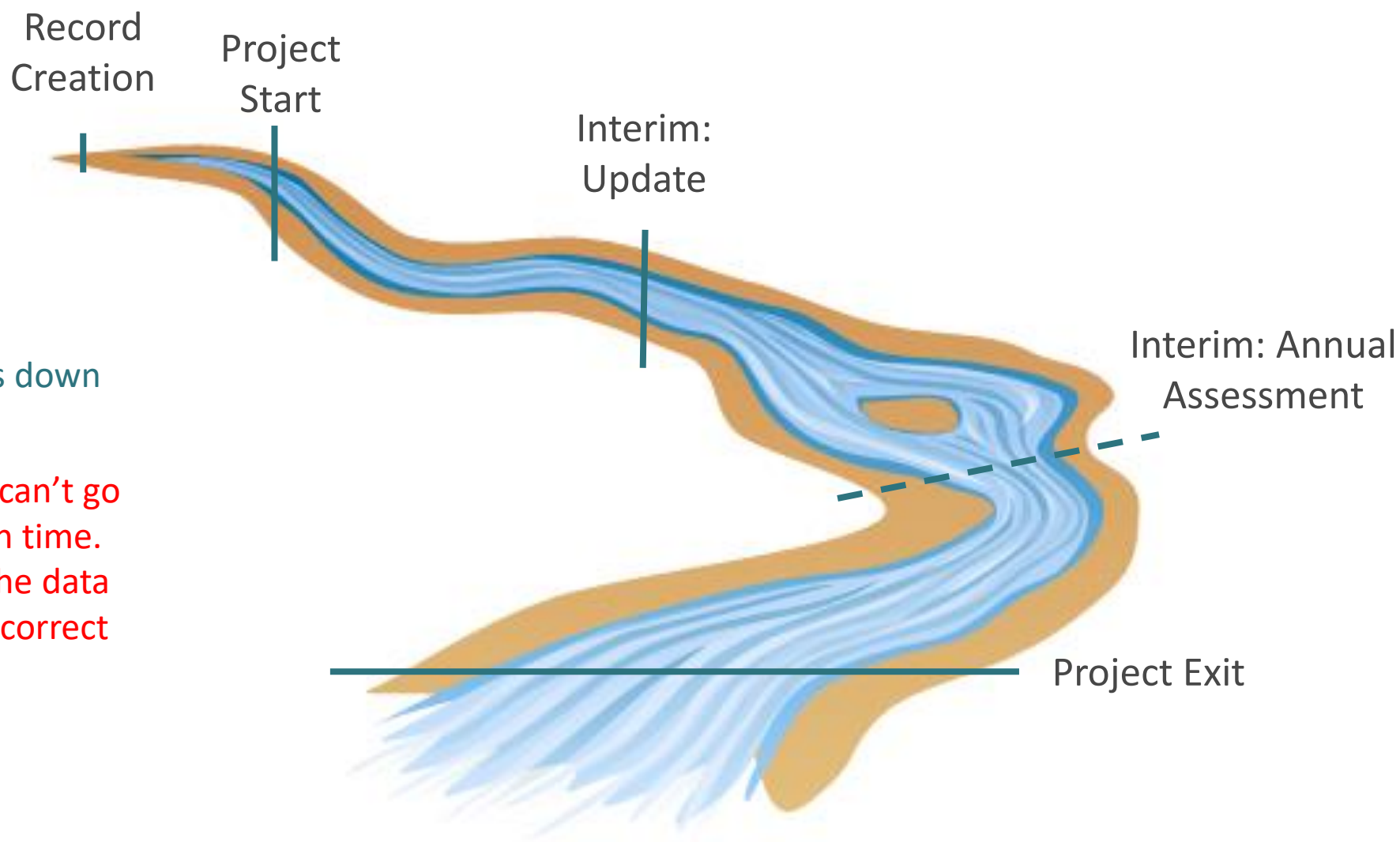
Avoid Pitfalls in Interim Updates and Annuals



Data flows/copies down the timeline.

- Corrections can't go backwards in time.
- Make sure the data upstream is correct first!

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SPM Corrections: Interim Updates and Annuals

Interim Update Tips

- Project Start Date cannot equal an Interim Update Date
- For previous income amount, make sure there's only one response per source of income on any given day during enrollment.

Interim Annual Assessments Tips

- Annuals are required for *all clients* in *all project types* every year
- Household members fall under Head of Household's anniversary date

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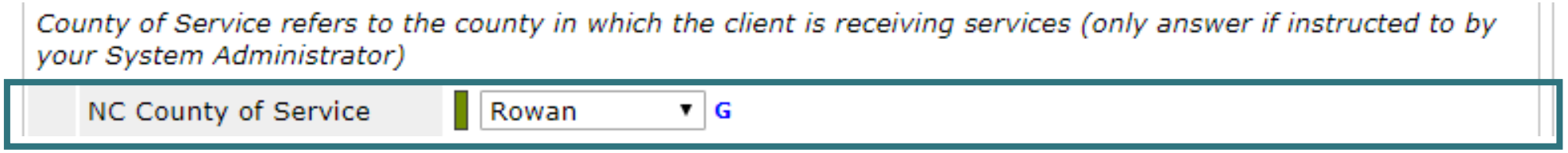
Don’t forget NC County of Service!

What

The County in which a client receives your project’s services

Collection Notes

The location of shelter, housing or supportive services indicates the County of Service at any given time



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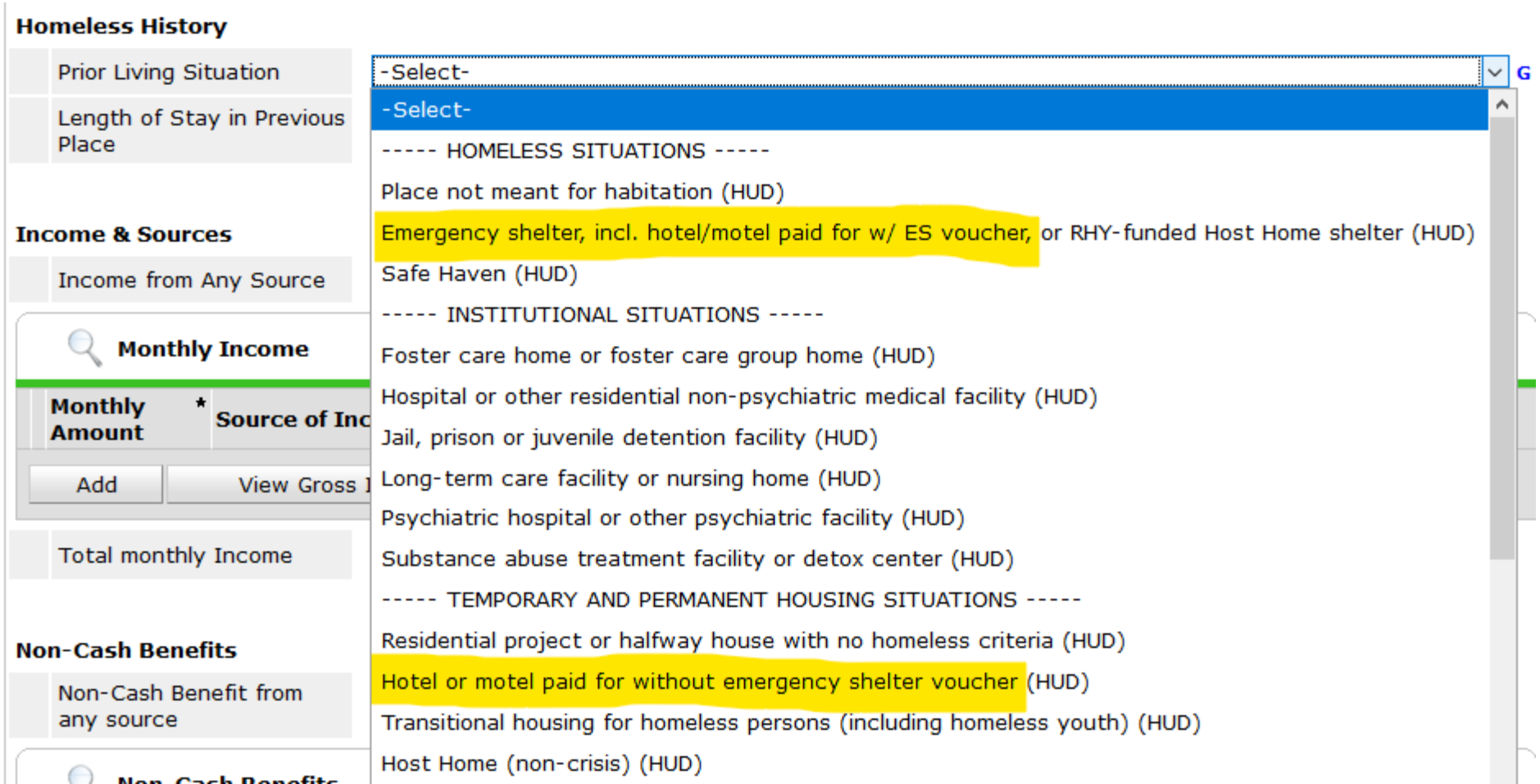
Hotel and Motel stays

When to select Living Situation under Homeless vs Temporary?



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Hotel and Motel stays

When to select Living Situation under Homeless vs Temporary?

Determined by who pays for the room that night. Is it:

- ❑ Paid for by the client with income, a gift, or other private source?
- ❑ Paid for by a shelter, non-profit, or other charitable org?

What is a shelter voucher?

- Another way to say paid for by a shelter or non-profit
- Is not required to be a printed certificate

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Hotel and Motel stays

When to select Living Situation under Homeless vs Temporary?

If a client responds that they slept in a hotel/motel, ask a follow-up question:

- “to help me get documents together for programs in the future, can you tell me who paid for the room that night?”
- For SO, ES, and TH projects, make sure the client knows their answer doesn’t impact their current services.

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How to use Dashboard Reports for

Living Situation

- Scroll to question 15 for Prior Living Situation (last night)
- Use the breakout into different situations to look for accuracy

15 - Living Situation

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Homeless Situations					
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	8	0	8	0	0
Transitional housing for homeless persons (including homeless youth)	0	0	0	0	0
Place not meant for habitation	3	0	3	0	0
Safe Haven	0	0	0	0	0
Interim Housing	0	0	0	0	0
Subtotal	11	0	11	0	0

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How to use Dashboard Reports for

Health Insurance

- Scroll down to question 21
- New Healthcare.gov Enrollment begins February 15th

21 - Health Insurance	At Start	At Annual Assessment for Stayers	At Exit for Leavers
MEDICAID	189	0	149
MEDICARE	89	0	62
State Children's Health Insurance Program	0	0	0
Veteran's Administration (VA) Medical Services	76	0	56
Employer-Provided Health Insurance	10	0	5
Client doesn't know/Client refused	6	0	5
Data not collected	40	4	23
Number of stayers not yet required to have an annual assessment		212	
1 Source of Health Insurance	287	0	209
More than 1 Source of Health Insurance	50	0	42

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How to use Dashboard Reports for

Housing Move-In Date

- Scroll down to question 22
- Check for clients without a Move-In Date who should have one
- Remember, if a move-in is recorded for a Head of Household, it should apply automatically to all members

22c - RRH Length of Time between Project Start Date and Housing Move-in Date					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	28	2	26	0	0
8 to 14 days	16	0	16	0	0
15 to 21 days	20	0	20	0	0
22 to 30 days	41	0	41	0	0
31 to 60 days	49	0	49	0	0
61 to 180 days	56	0	56	0	0
181 to 365 days	0	0	0	0	0
366 to 730 Days (1-2 Yrs)	0	0	0	0	0
Data not collected	10	0	9	1	0
Total	220	2	217	1	0

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Resource Reminders

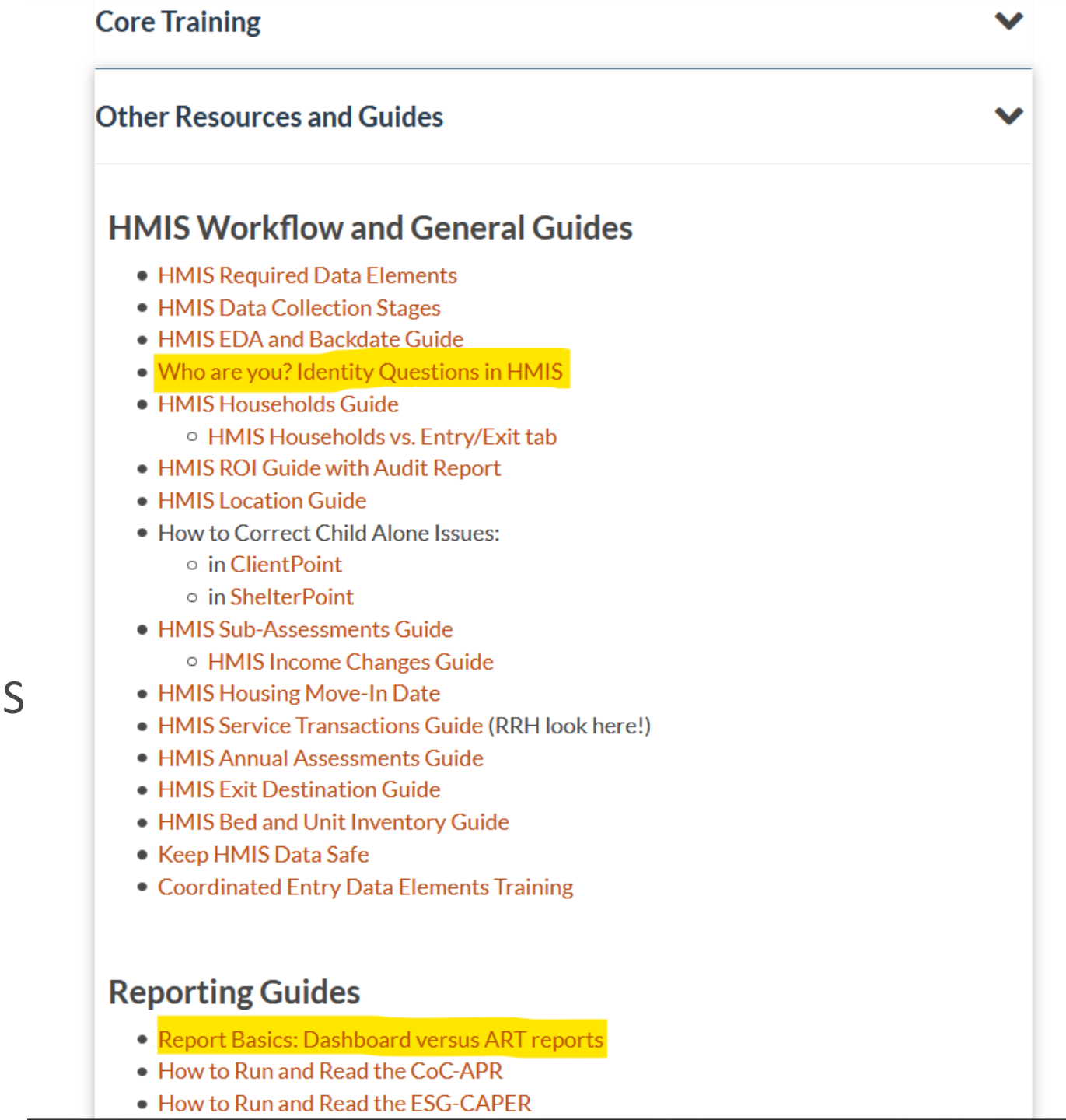
Go to the Data Center's Training and Knowledge page for guides

Direct link

- ncceh.org/hmis/training

New

- "Who are you?" on gender in HMIS
- Report Basics: Dashboard vs ART



What’s Next

Training Survey Feedback

Thank you for all of your submissions!

Key takeaways

- *Hardest Parts:* knowing when to strictly follow client's response versus other sources, changing income, internal logic, reporting
- *Growth areas:* case management, paper to HMIS back to paper capability, households, REPORTING.

New guide for how to choose between Dashboard and ART reports.

Report Basics: Dashboard vs ART reports

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What's Next Calendar

Due	Report/Event Name
Jan 27th	Point-in-Time Count night!
Mar 1st	System Performance Measures Submission
March - April	Point in Time / Housing Inventory Count Reports
Mar 25th	Durham HMIS Users Meeting
April 22nd	Durham HMIS Users Meeting
October	Longitudinal System Analysis Report

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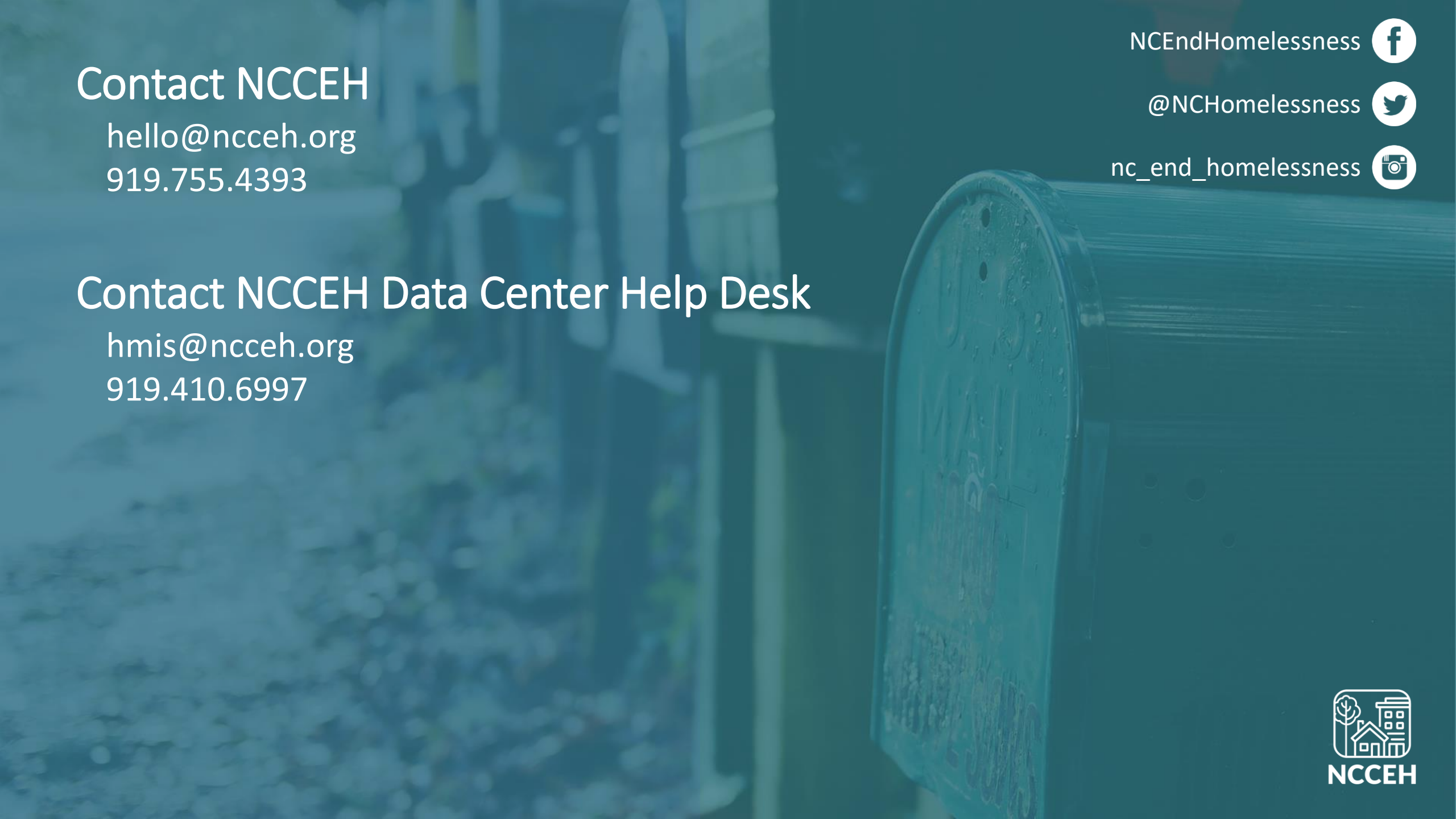

Contact NCCEH

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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