Durham HMIS Users Meeting

May 2018

The Data Center at NCCEH

NCCEH DATA CENTER

North Carolina Coalition to End Homelessness

securing resources encouraging public dialogue advocating for public policy change

Agenda

1. System Performance Measures
2. Coordinated Entry in HMIS
   - CE Sharing
   - CE Roles
   - CE Reminders
3. NCCEH Updates & Reminders

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System Performance Measures

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

What HMIS client data is included?

October 1, 2014 to September 30, 2017 (36 months)

Any person who entered SO, ES, SH, TH, RRH and/or PSH during the reporting period

Data are reported for individuals and person in families

How do agencies prepare SPMs?

Agency Admins should run and correct the 0640

Data Center staff will also review each system-level report

Data Center will contact agencies with corrections that will need a timely reply

Corrected data sent to CoC for submission

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Durham Coordinated Entry

Referrals in HMIS

Durham CoC's Coordinated Entry System is expanding in HMIS

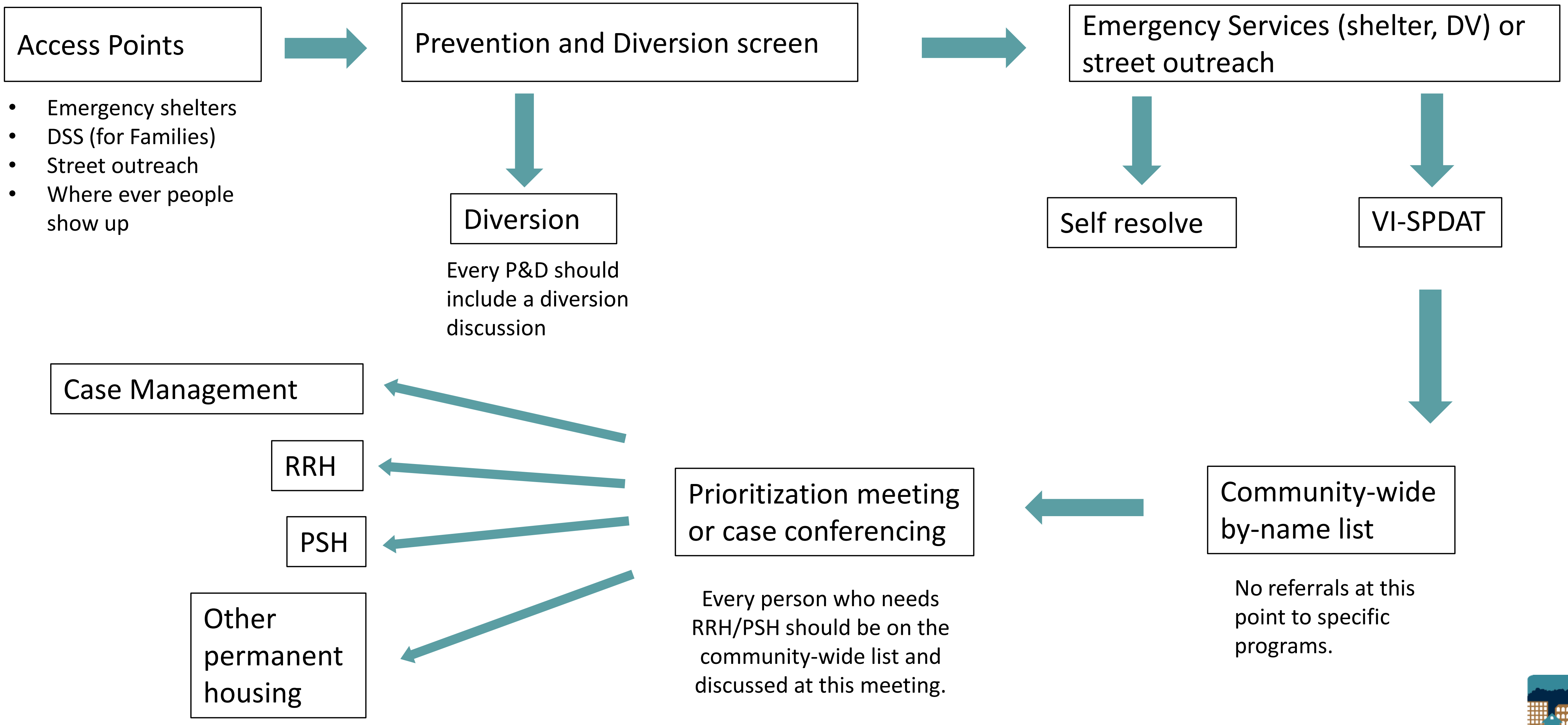
HMIS will track:

- VI-SPDATs, VI-FSPDATs, TAY-SPDATs
- Community-wide prioritization lists via By Name List report
- Matches and Housing Move-Ins to permanent housing

Coordinated Assessment in HMIS will improve our system

- Better track data on who needs services, who gets housing, how long it takes, etc.
- Close all side doors for better coordination of resources.

Quick Coordinated Assessment Refresher



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Sharing Data in HMIS

Steps to sharing data in HMIS

1. All parties develop/review an External Sharing Agreement with the Data Center (that's today!)
2. All parties sign the External Sharing Agreement
3. All parties receive updated HMIS Client Consent forms from the Data Center
4. The Data Center establishes External Sharing in HMIS
5. All parties begin collecting client consent, entering HMIS data and sharing it!

How can sharing work?

Sharing is specific to the projects, objects, and moves forward in time

How does consent work?

The client indicates **if**, and **how** their data should be **shared** in NC HMIS

With written consent and a Yes electronic ROI

How does consent work?

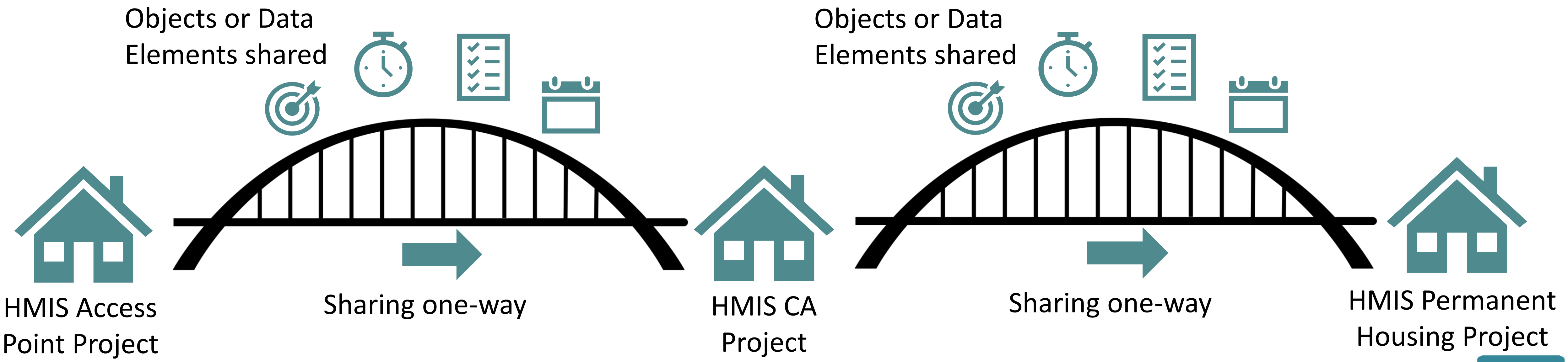
The client indicates **if**, and **how** their data should be **shared** in NC HMIS

Without written consent and a Yes electronic ROI

* Call the Helpdesk for locking down clients

How can sharing work?

Sharing is specific to the projects, objects, and moves forward in time



Which data objects are required does Durham want to share?

- ❑Client Record (Name, SSN, Vet Status)
- ❑Client Demographics
- ❑Households tab
- ❑Entry/Exits (dates and project name)
- ❑Entry/Exit Assessments (intake, interim, exit questions)
- ❑VI-SPDAT, VI-FSPDAT, TAY-SPDAT
- ❑Housing Match assessment (project, date matched)
- ❑File Attachments
- ❑Needs (Service Transactions, Referrals)
- ❑Case Plan (Goals, Case Notes)
- ❑Case Manager

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Which data objects are required for the BNL Report?

- ☆ Client Record (Name, SSN, Vet Status)
- ☆ Client Demographics (on Profile Tab)
- Households tab
- ☆ Entry/Exits (dates and project name)
- ☆ Entry/Exit Assessments (intake, interim, exit questions)
- ☆ VI-SPDAT, VI-FSPDAT, TAY-SPDAT
- ☆ Housing Match assessment (project, date matched)
- File Attachments
- Needs (Service Transactions, Referrals)
- Case Plan (Goals, Case Notes)
- Case Manager

Community agreed to
s

Who should be able to run the BNL report?

- ❑ CoC
- ❑ Literally Homeless Projects
- ❑ Permanent Housing Projects
- ❑ ______________

How often will clients be matched or referred?

- ❑Every week
- ❑Every two week
- ❑Every month (not recommended)
- ❑______________

How should the VI-SDAT look in HMIS?

With Script?

Entry Assessment

Household Members

(4) Solo, Han
Age: Unknown
Veteran: No (HUD)

Coordinated Entry Assessment - VI-SPDAT (OrgCode Created) Entry Date: 05/23/2018 05:04:56 PM

Opening Script

Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only "Yes," "No," or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question or the assessor does not understand the question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

Basic Information

What (if any) questions do we need to add to VI-SPDAT?

- ❑In what language do you feel best able to express yourself?
- ❑Consent to Participate
- ❑On a regular day, where is it easiest to find you and what time of day is easiest to do so? (collect multiple locations)
- ❑Is there a phone number and/or email where someone can safely get in touch with you or leave you a message? (collect multiple phone numbers)
- ❑OK, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?
- ❑_______________

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Roles and Responsibilities in HMIS

As originally suggested by OrgCode:

Step	Responsible Party	Backup Party if…
Start Homeless Project Entry (SO, ES, TH)		
Enter client into BNL project		
Add VI-SPDAT or VI-FSPDAT		
Add Housing Match provider & date		
Add Enrollment or Unassignment Reason		
Add Enrollment or Unassignment date		
Add Housing Move-In Date		
Exit client out of BNL Project		
What else?		

Discussion of process will continue…

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When do you want to start sharing?

- All agencies must sign the agreement before sharing can begin
- Sharing is forward in time because we need client consent

Reminders for HMIS Entry with Sharing

Rules of the Road

1. All parties must maintain HMIS Licenses according to CoC policies
2. All parties must enter data completely, accurately, and to the latest HUD Data Standards
3. All parties must be able to enter data in a timely manner

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Why use Enter Data As?

Data Quality
Enter Data As is used to ensure data is put in the correct place

Consent
The client agreed to have their data entered for a specific project

Visibility
Certain data is seen or shared depending on the visibility settings attached to the project

Client Release of Information

Every client must have an electronic ROI entered into HMIS (e-ROI)

- If only internal sharing, the signed Client Acknowledgement of Rights form is e-ROI
- If external sharing, the client indicates **if**, and **how** their data should be **shared** in NC HMIS

ROI are entered to
trigger security, visibility, and sharing

Electronic Release of Information (e-ROI) Tips

- For <u>every</u> client served
    - If clients need to be locked down call the Helpdesk
- Must match project name at entry (level 5)
- Good for three years

Option to attach paper documentation to record in HMIS

Do not delete old/expired ROIs!

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By Name List Report reminders

Show off your Excel Skills

Filtering and Sorting in Excel are essential for reviewing BNL reports

Edits to BNL must occur in HMIS

If anything is noted in the Excel report, no one else can see it!

With great power…

Protect client privacy by not saving or distributing this comprehensive report

Next Steps

- ☑ All parties develop/review an External Sharing Agreement with the Data Center (that's today!)
- ❑ All parties sign the External Sharing Agreement
- ❑ All parties receive updated HMIS Client Consent forms from the Data Center
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How to Enter into HMIS

NCCEH Updates &Reminders

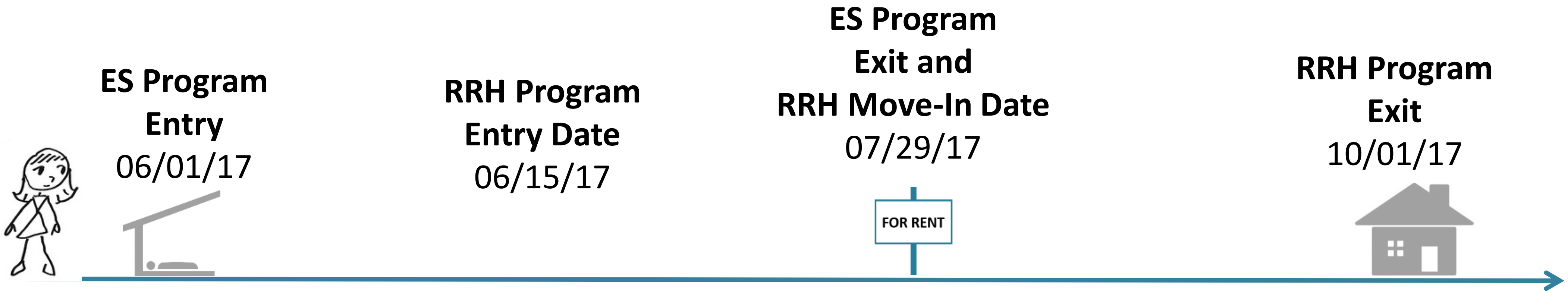
Who enters a Housing Move-In Date?

Do Not Enter for:

- Any Homeless Prevention, Emergency Shelter, Transitional Housing, Supportive Services clients

Enter Housing Move-In Date for:

- All Rapid Re-Housing project clients
- PSH projects only if paying financial assistance



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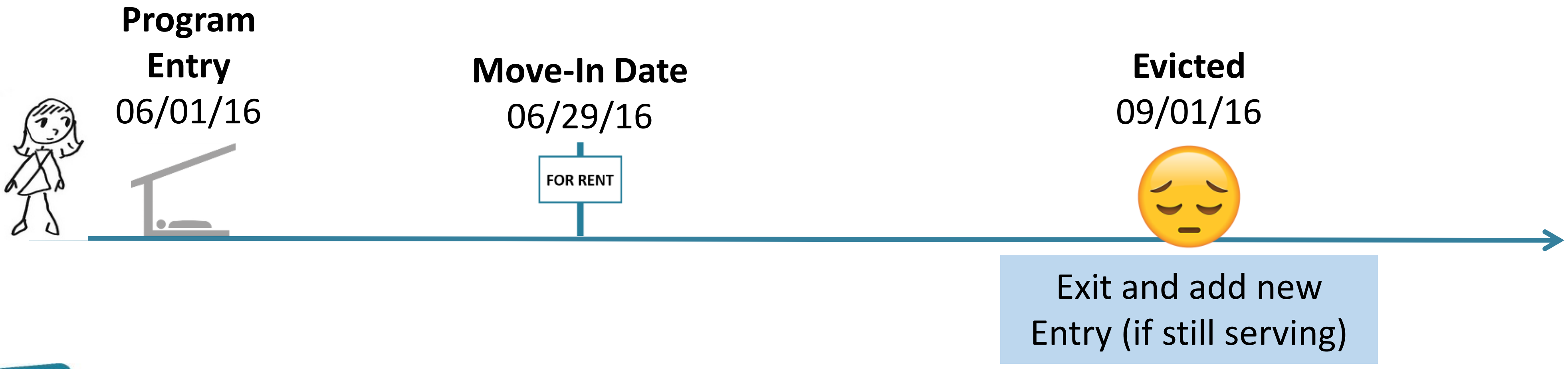
When a client leaves housing

Don’t remove the move-in date - The original Housing Move-In Date was still a lot of work!

- HUD says: Exit the client and start a new Entry if the Housing search resumes.



How will this impact your workflow?
Are there other complicated Move-In situations that you’ve seen?

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New Guidance: When a client leaves housing

Separate Entries for separate Housing efforts

- Exit clients from the HMIS Project to illustrate they left their housing
- Exit Destination should be set to where they stay the night after leaving
- Add a new HMIS Project Entry to illustrate the housing search process
- If new housing found, enter an Interim Update for the next Housing Move-In Date

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

Reminder: Household members must be established on Households tab before creating Entry / Exits

Entry / Exit

	Program	Type		Project Start Date		Exit Date	Interims	Follow Ups	Client Count	
	Triangle Family Services - Wake County - Rapid Re-Housing - County (7074)	HUD		5/10/2018						
	Triangle Family Services - Wake County - Rapid Re-Housing - County (7074)	HUD		05/01/2018		05/09/2018				

HMIS @NCCEH Update

A new Homeless Management Information System at the North Carolina Coalition to End Homelessness will be launched in early July 2018!

What Should I Expect?

- New User Agreements for each licensed HMIS User
- New and improved training, workflows and forms
- A new ServicePoint website URL

What Should I Do Now?

- Has your agency sent in the contact info for Agency Agreements Signers?
- Keep entering data into NCHMIS until notified to stop – we'll notify in June.
- Ask us questions! Contact Ben Bradley, NCCEH Project Specialist (Ben@ncceh.org) if you have any questions. If needed, he'll schedule time for you to speak with Denise Neunaber, NCCEH Executive Director.

Upcoming Deadlines and Events

Due	Report Name
May 31	**System Performance Measures Deadline**
May 31	Next In-Person HMIS Entry/Exit in Raleigh
June 21	BoS HMIS Users Meeting
July	HMIS@NCCEH

ncceh.org/hmis

access local support for Balance of State, Wake, Durham, & Orange CoCs

919.410.6997 or **hmis@ncceh.org**

helpdesk for local support

919.755.4393 or bos@ncceh.org

for BoS support

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