

The Foundations

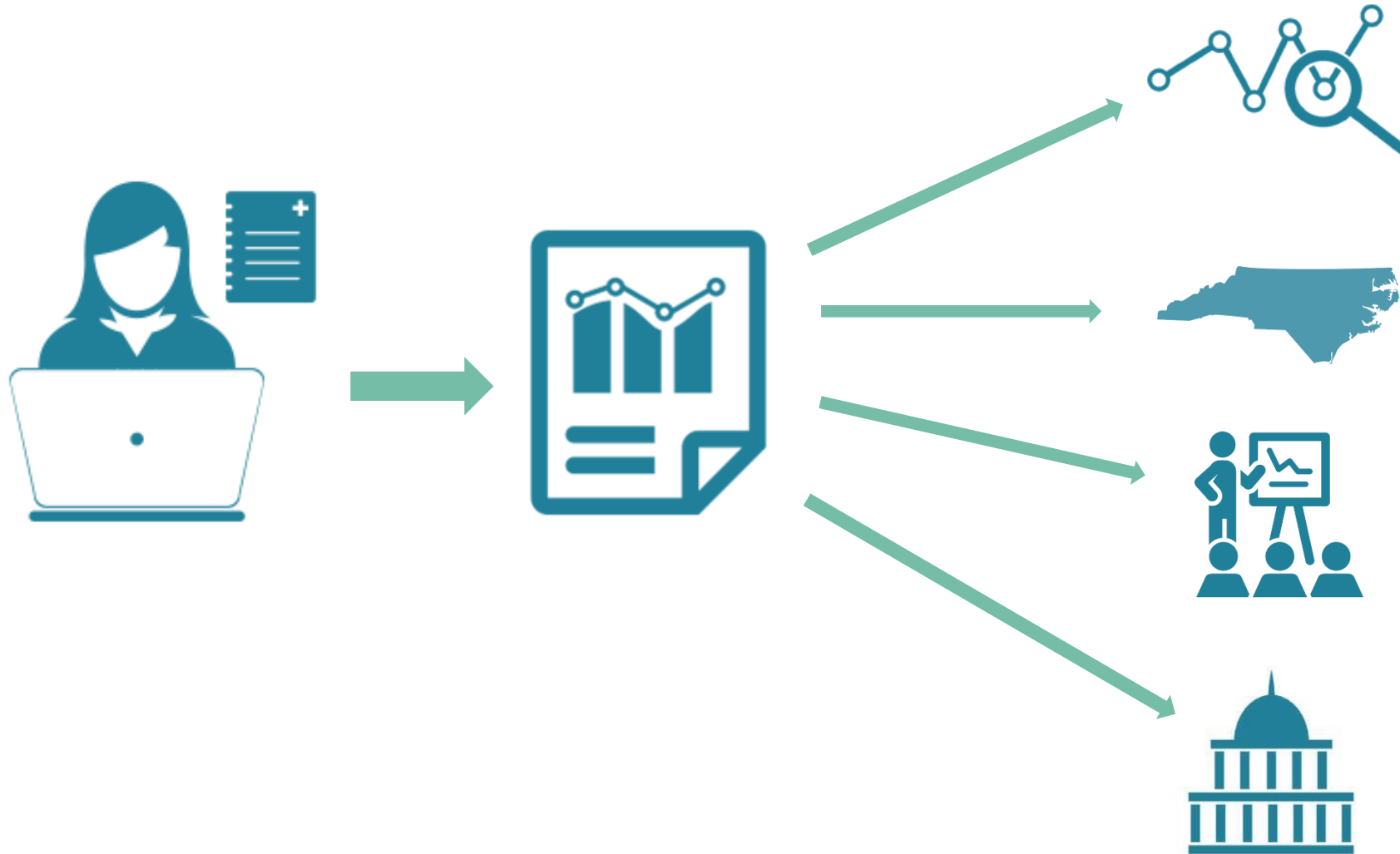
Ensuring Quality Data



Why HMIS?

H	Homeless
M	Management
I	Information
S	System

Your HMIS data matters!



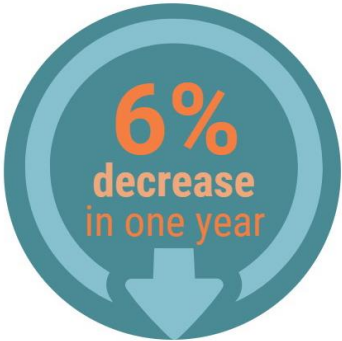
HMIS Data is Essential to Case Management



- Intake data guides case planning
- VI-SPDAT responses identify areas of need
 - Interim/annual updates track progress

HMIS provides state level data

Who is experiencing homelessness in North Carolina?



HMIS data also provides national data



The U.S. Department of
Housing and Urban Development
OFFICE OF COMMUNITY PLANNING AND DEVELOPMENT



PART 1:
Point-in-Time Estimates of Homelessness

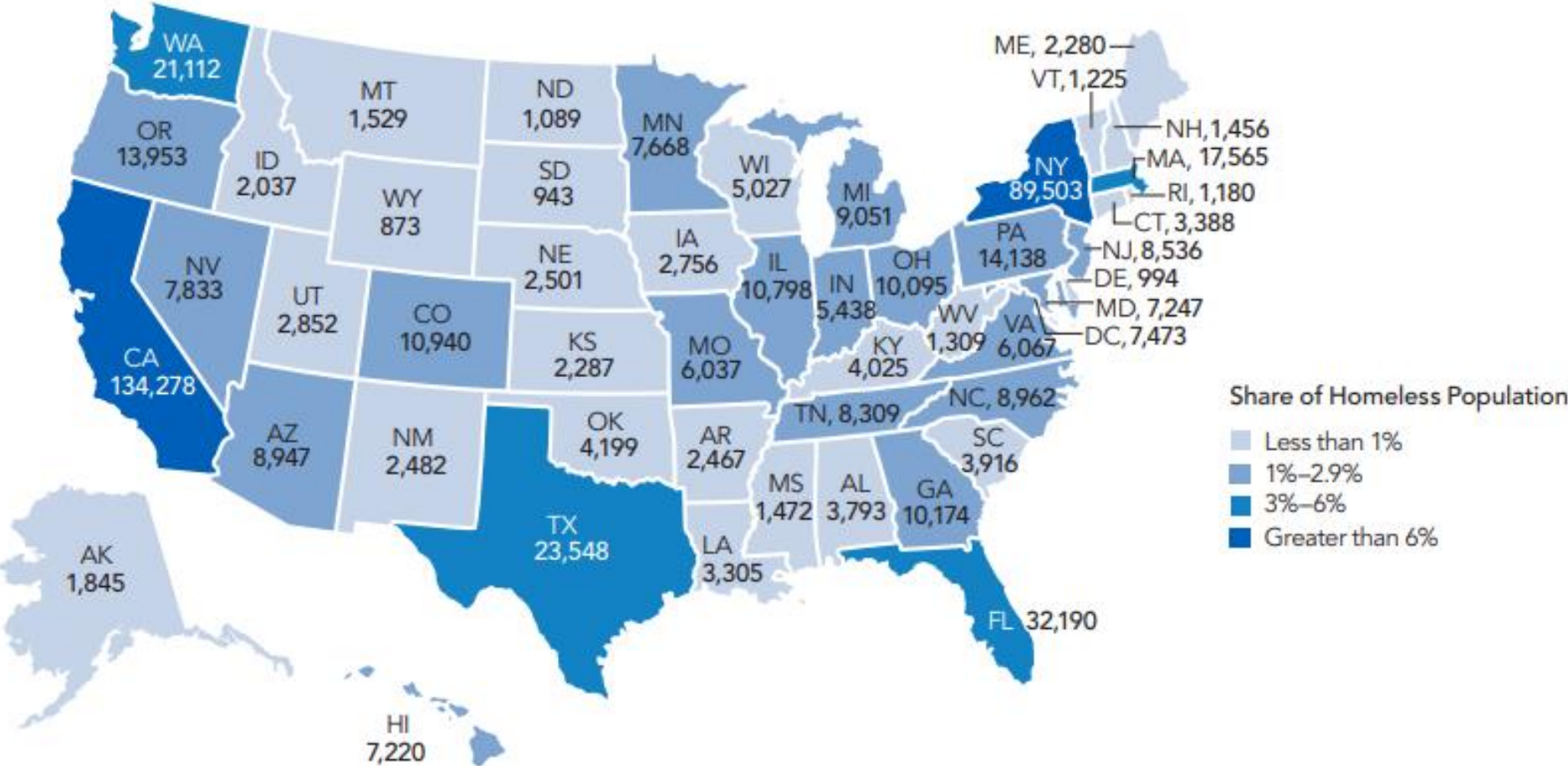
The 2017 Annual Homeless Assessment Report (AHAR) to Congress

DECEMBER 2017



HMIS data also provides national data

EXHIBIT 1.6: Estimates of Homeless People
By State, 2017



Measuring Outcomes



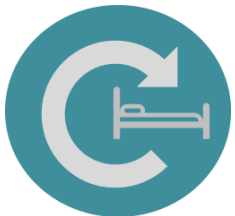
Rare

Can we reduce the number of clients experiencing homelessness overall? New and long-stayers?



Brief

How fast can we house clients once identified as literally homeless?



Non-Recurring

How many clients return to homelessness within two years of a permanent housing exit in our system?

HMIS Data Can Help Dispel Myths

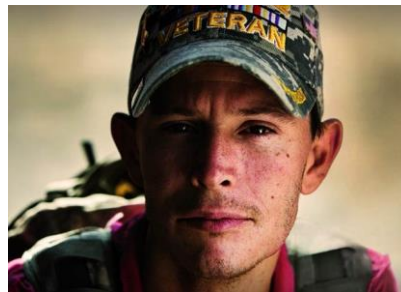
When the community thinks all homelessness looks like this...



But your data says it looks like this...



20%
Families
with
children



9%
Veterans



15%
Victims
of DV

HMIS is a Tool for Accurate Recordkeeping

It is organized



It is chronological




It is community wide



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

Added to the system 03/19/2018 08:11 AM

Name	Doe, John Atlas	Gender	Male
Date of Birth	08/18/1976 (Age 41)	Primary Race	American Indian or Alaska Native (HUD)
Social Security	555-55-5555	Secondary Race	Data not collected (HUD)
		U.S. Military Veteran?	Yes (HUD)



Households

ID	Type	Head of Household	Relationship
Search Existing Households		Start New Household	

Release of Information

Provider	Permission	Start Date	End Date
Good Shepherd Ctr - New Hanover County - Overnight Shelter - ESG State	Yes	02/27/2018	02/26/2019
First Fruit Ministries - New Hanover County - Street Outreach ESG	Yes	01/03/2017	01/02/2018

Add ROI Showing 1-2 of 2

Entry/Exits

Program	Type	Entry Date	Exit Date
Good Shepherd Ctr - New Hanover County - Overnight Shelter - ESG State	HUD	02/27/2018	
First Fruit Ministries - New Hanover County - Street Outreach ESG	HUD	01/03/2017	02/27/2018

Shelter Stays

Start Date	End Date	Provider
No matches.		

What is Data Quality?

Completeness

The degree to which HMIS records include all the data expected by HUD and CoCs

Accuracy

The degree to which data in HMIS reflects the clients and their experiences in real life

Timeliness

Reflects the period between when client data is collected/known and when that data is entered in HMIS

Consistency

The degree to which data is collected and entered in a uniform manner

Universal Data Elements (UDE)

Required for all

Critical to federal reporting

AHAR, PIT, APR, CAPER, HOPWA, SSVF upload, etc.

Useful to track

Establish the baseline data for analysis

Universal Data Elements

- Name
- Social Security Number
- Date of Birth
- Gender
- Race
- Ethnicity
- Veteran Status
- Disabling Condition
- Project Entry Date
- Project Exit Date
- Destination
- Relationship to Head of Household
- Client Location
- Housing Move-In Date
- Living Situation

Required for all projects participating in HMIS, regardless of funding source

Universal for who?

Element	Required For:
Name	All Clients
Social Security Number	All Clients
Date of Birth	All Clients
Gender	All Clients
Race	All Clients
Ethnicity	All Clients
Veteran Status	All Adults

Universal for who?

Element	Required For:
Disabling Condition	All Clients
Project Start Date	All Clients
Project Exit Date	All Clients
Destination	All Clients
Relationship to Head of Household	All Clients
Client Location	Heads of Household
Housing Move-In Date	Heads of Household
Living Situation	HoH* & Adults

*HoH = Head of Household



Null Response Categories

Client doesn't know

Should only be used when the client does not know the response

Client refused

The client refused to provide data

Data not collected

Case manager or data entry staff forgot or was unable to ask



Remember: only accurate data should be entered into HMIS and clients always have the right to refuse answering



Data Entry Essentials

EDA and Backdate Mode

Opening the door-

Entering data with EDA



✓ Data placed inside Project A

If you only see 1 door, it's always open

Project A



Users who only enter data into one project do not need to EDA **IF** client is entering this project.

Their default EDA opens the door automatically.

Not using EDA = Problems



Visibility

Client data cannot be seen in ClientPoint by those who should be able to see it



Privacy and Security

We are better able to ensure data is accessed only by those with permission when it is in the correct place




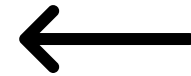
Data Quality/Reporting

Client data can be seen in ClientPoint, but is not pulled into reports

Know your default EDA mode




	NC HMIS Pasquotank Human Services – Pasquotank County June 14, 2017
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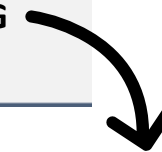


Level 4 – Agency

You must enter EDA mode for all client data entry



	NC HMIS Pasquotank Human Services – Pasquotank County – Family Shelter – State ESG June 14, 2017
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Level 5 - Project - “Agency – County – Project details” name

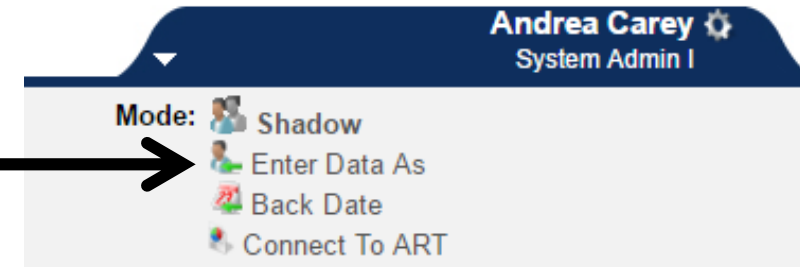
Users at this level can use this for client data entry IF the client is entering this project



What is your default EDA mode? Do you need to EDA before entering client data?

Select EDA before entering client data

1 Click Enter Data As



2 Enter the project name and click search

Provider Search

Search for Providers by using keywords from the Provider Name or Description.

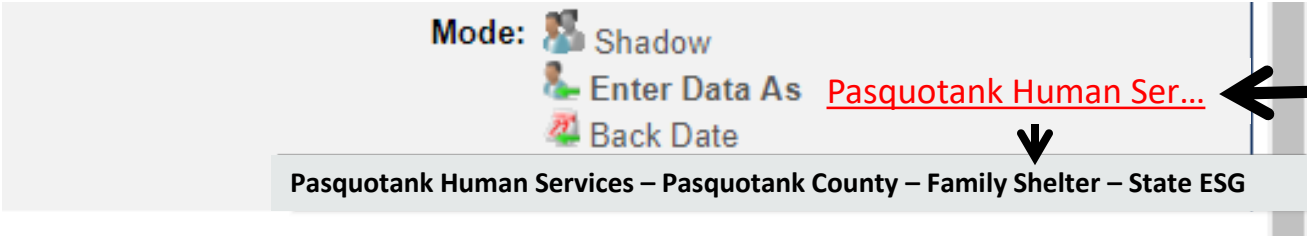
Search




3 Click the green circle to select the specific project for your client

Provider Search Results

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	Provider											Level	Phone			
			Pasquotank Human Services – Pasquotank County – Family Shelter – State ESG											Level 5	919-856-1	

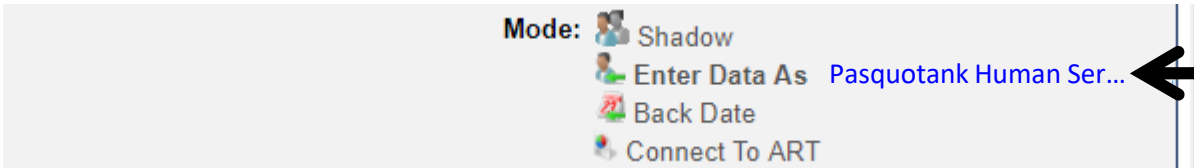
How to verify you're in EDA Mode







Mode:  Shadow
 Enter Data As Pasquotank Human Ser...
 Back Date

Pasquotank Human Services – Pasquotank County – Family Shelter – State ESG

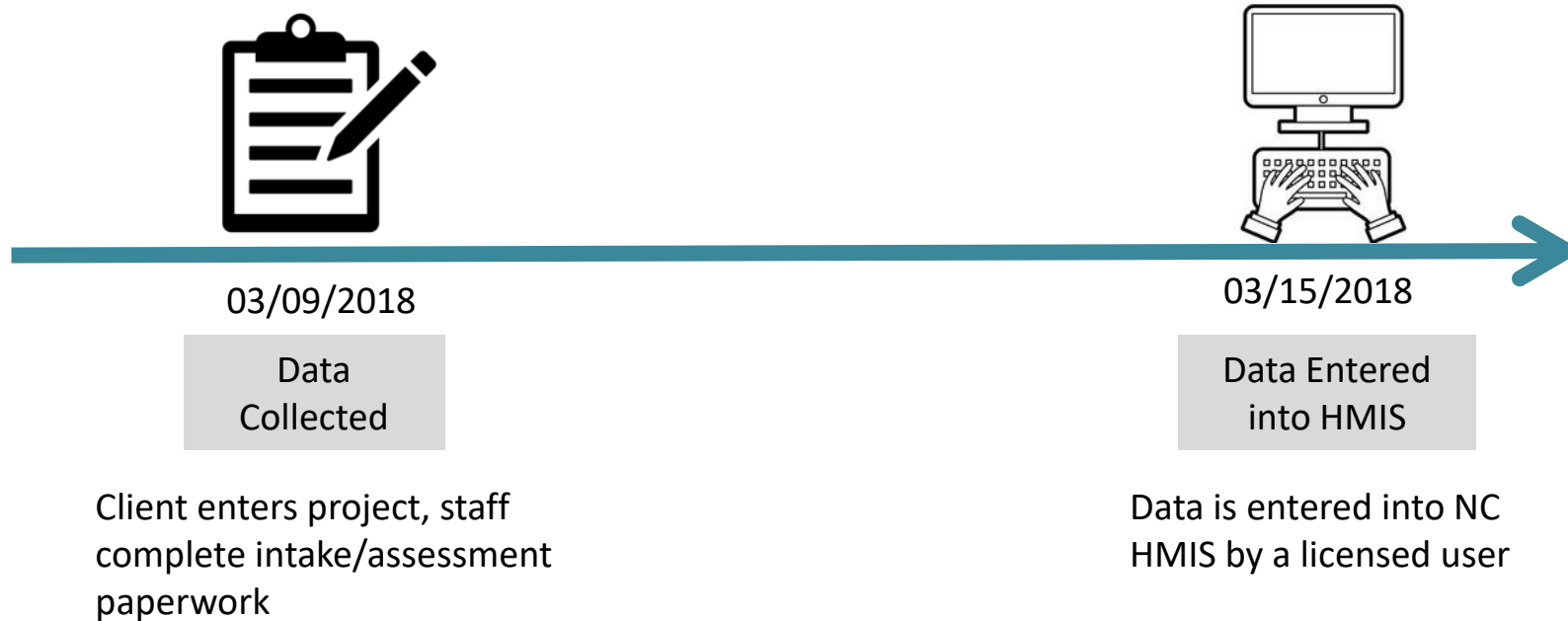
Hover over the blue letters to read the entire project name



Mode:  Shadow
 Enter Data As Pasquotank Human Ser...
 Back Date
 Connect To ART

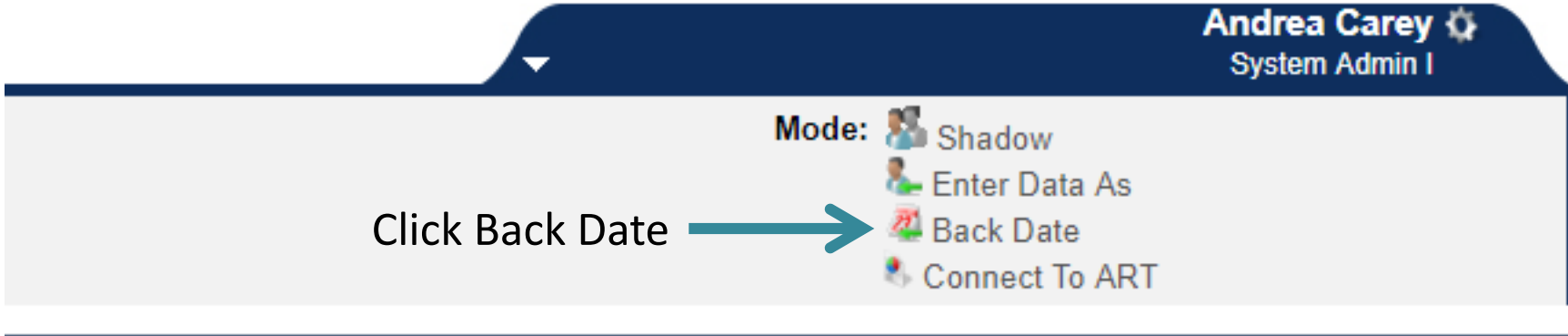
Click on the blue letters to **exit** EDA mode

Most projects do not enter data in real time

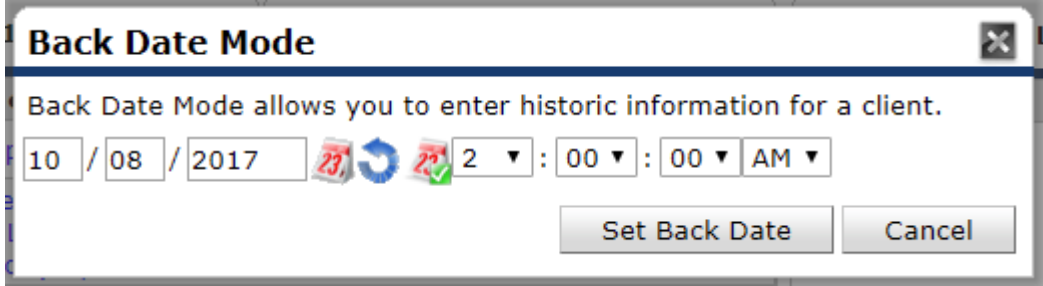


What is the workflow like at your agency? Any plans to enter data in real time?

Backdate if not entering data day of

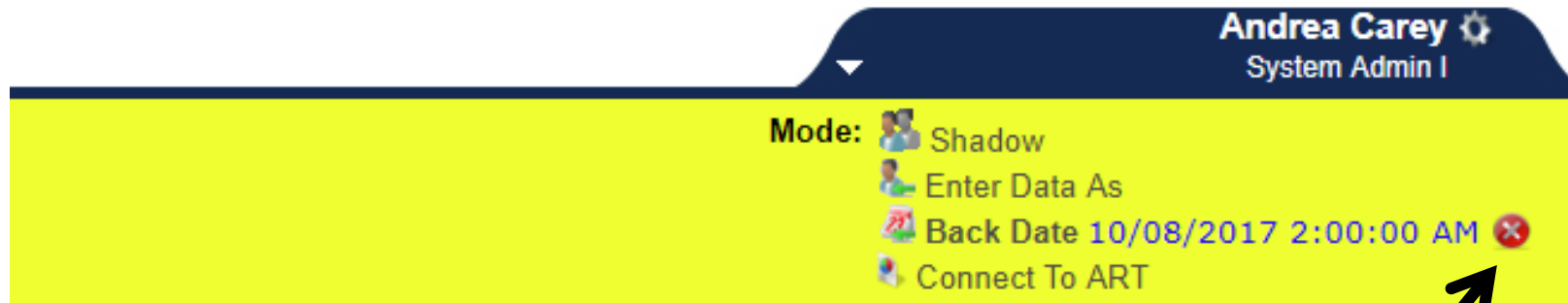


Enter date
Click Set Back
Date Button



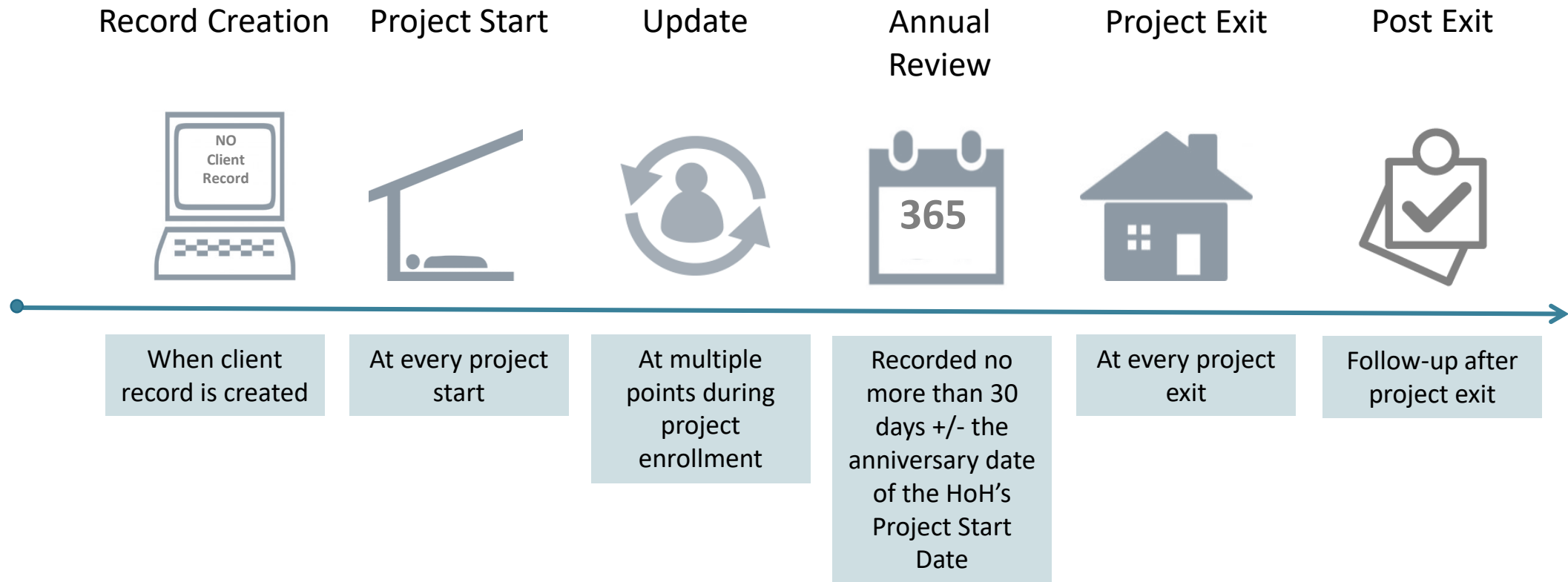
How Back Date Mode should look

Top ribbon is yellow when
in Back Date mode



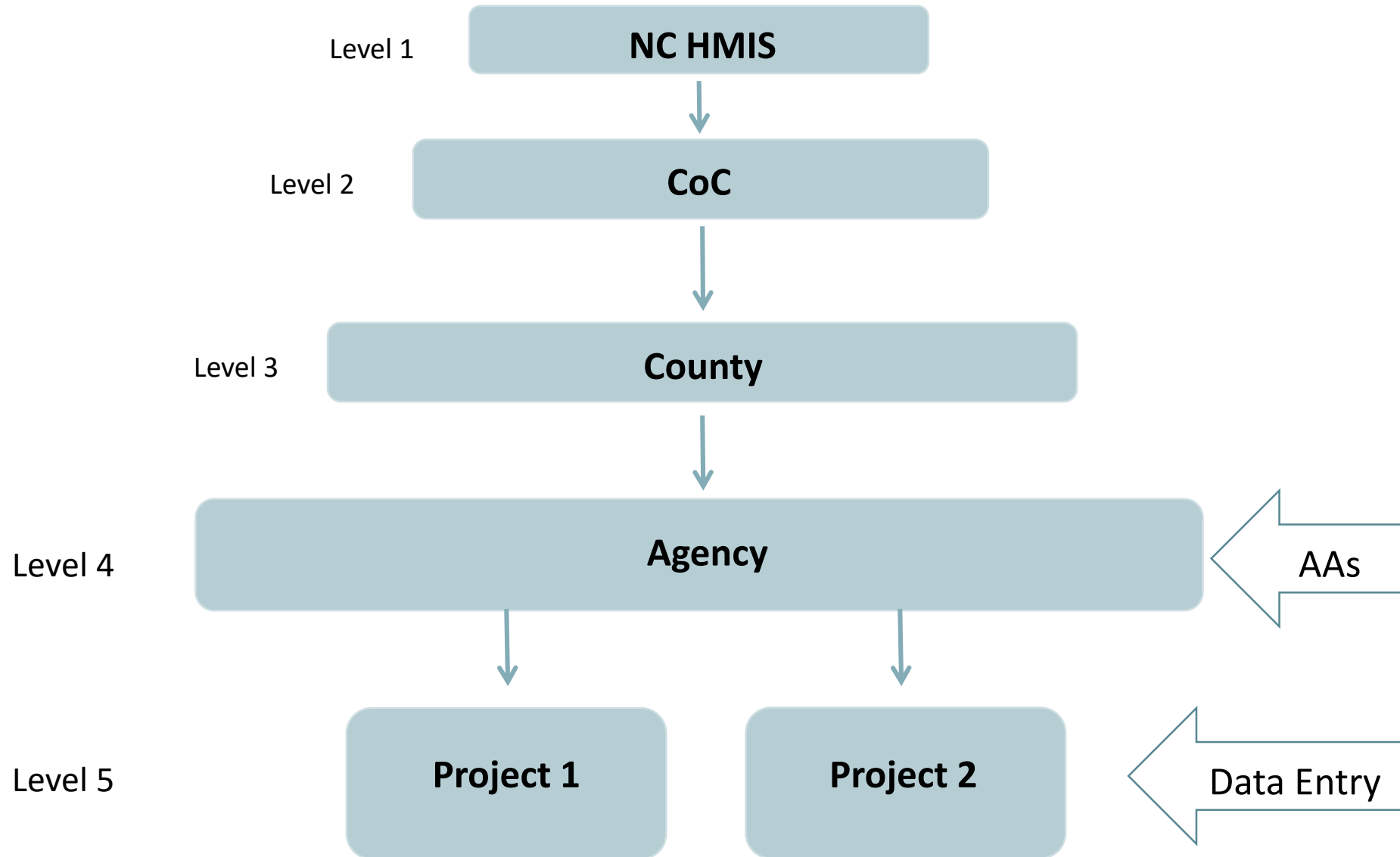
To exit Backdate mode

HMIS Data Collection Stages

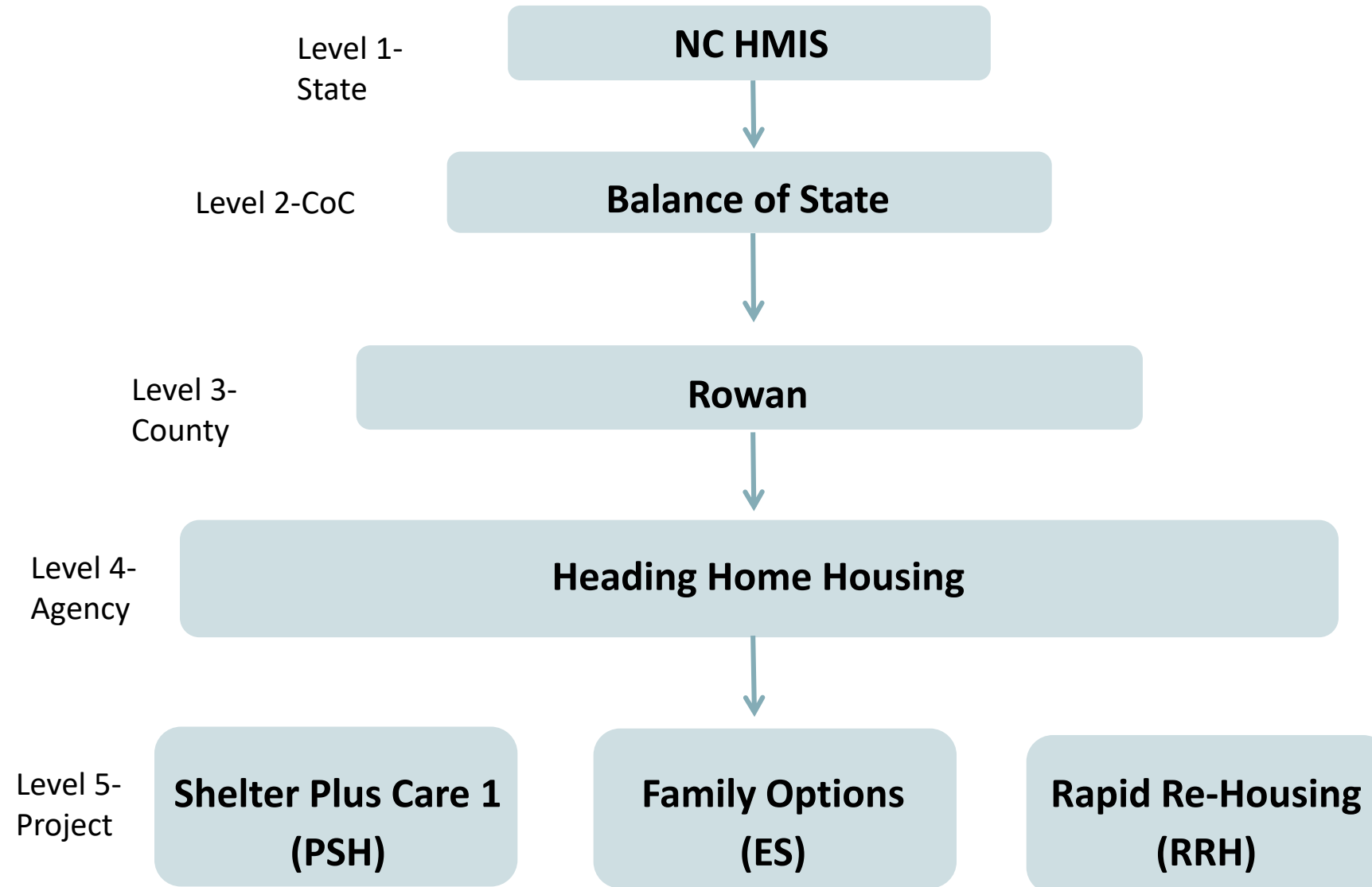


*All Permanent Housing projects must record Move-in dates as an Interim Review – Update

NC HMIS Data Structure “Tree”



Heading Home Housing's Data Tree





Privacy and ROIs

Client Release of Information



How you talk to your clients about HMIS sets the tone for data collection

- What is the purpose of HMIS
- Reports de-identified for funders
- Client Rights to refuse, don't know, or access their responses

HMIS Client Record = Electronic client file



HMIS



Client Record

Client Release of Information



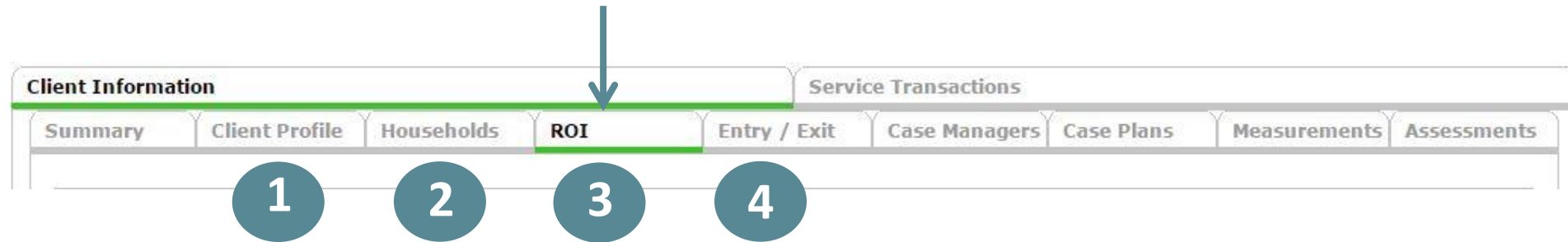
Every client must have an electronic ROI entered into HMIS (e-ROI)

- 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


ROI in ClientPoint




Navigate the tabs in this order for data entry

1. **Client Profile**- Enter basic client demographic information
2. **Households**- Enter information about household members the client presented with for services
3. **ROI**- Add an electronic Release of Information/consent to share client data
4. **Entry/Exit**- Enter information about project stays and HUD required data elements

Adding an ROI in ClientPoint

Client - (9) Lacks, Henrietta Mass Visibility Update 

 (9) Lacks, Henrietta -Switch to Another Household Member- ▾ Submit

Release of Information: None

Client Information Service Transactions

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

Release of Information

Provider	Permission	Start Date	End Date
No matches.			

Add Release of Information Exit

Entering an ROI for Henrietta

Select all HH members

Select a Level 5 project

Enter agreed upon dates

Release of Information

Release of Information - (9) Lacks, Henrietta

Household Members

To include Household members for this Release of Information, click the box beside each name. Only members from the SAME Household may be selected.

(3) Single Parent

- (9) Lacks, Henrietta
- (12) Lacks, Harry

Release of Information Data

Provider *	Heading Home Housing - Rowan County - Rapid Re-Housing (7075)	<input type="button" value="Search"/>	<input type="button" value="My Provider"/>	<input type="button" value="Clear"/>
Release Granted *	Yes			
Start Date *	10 / 17 / 2016			
End Date *	10 / 17 / 2017			
Documentation	Signed Statement from Client			
Witness	Rebecca Skloot			

Verifying ROI was entered

Client - (9) Lacks, Henrietta



(9) Lacks, Henrietta

Release of Information: **Ends 10/17/2017**



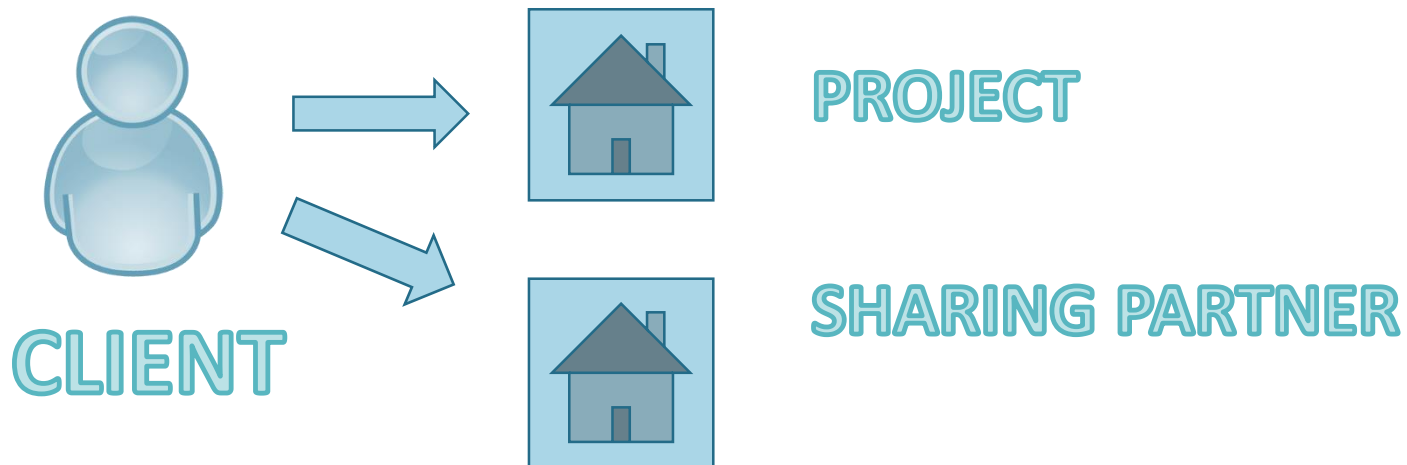
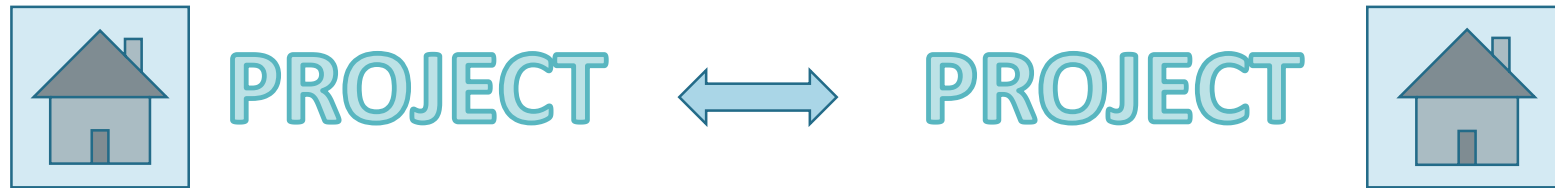
Release of Information (ROI) Tips

- For every client served
 - Must match project name at entry (level 5)
 - Good for one year
- *Option to attach paper documentation to record



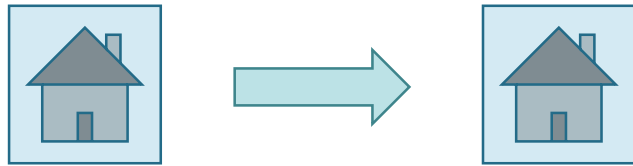
Sharing Information

Who Shares Information

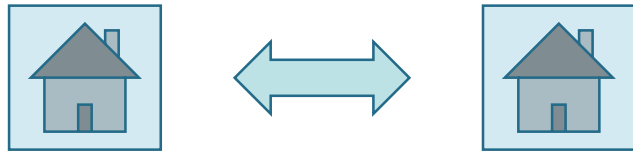


How Is Information Shared

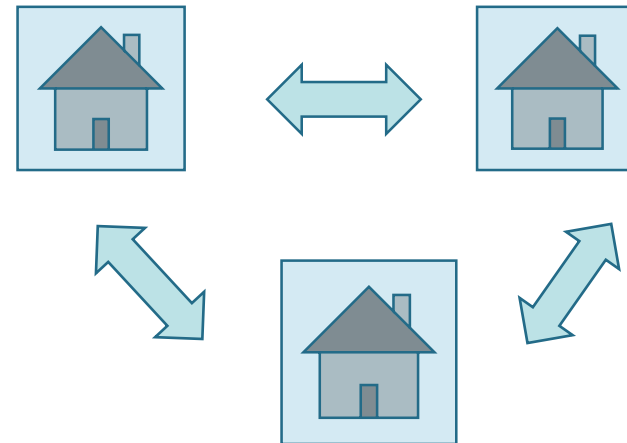
One Way



Two Way



Multiple Agency/Multiple Direction



What Information Can Be Shared

Information is shared by assessment

*Client Profile *Entry *Update

*Exit *VI-SPDAT *Custom Community Assessment

Clients can choose WHO they share with but not WHAT

- A person can choose not to have their information shared with an agency
- They can not choose to share parts of an assessment



Common data issues and mistakes

SSN Data Collection and Entry

Locked Down for

- Privacy
- De-Duplication



Client Record	
Name	Wakanda, Wonderwoman H
Name Data Quality	Full Name Reported
Alias	Goddess
Social Security	***-**-4567
SSN Data Quality	Approximate or partial SSN reported (HUD)

Client Record			
Name	First Wonderwoman	Middle H	Last Wakanda
Name Data Quality	Full Name Reported		
Alias	Goddess		
Social Security	[] - [] - 4567		
SSN Data Quality	Approximate or partial SSN reported (HUD)		

Updating Records

Each change of a record is a snapshot of what is happening at that time.

What's in an Update Assessment:

- Health Insurance
- Housing Move-In Date
- Disability
- Income
- Non-Cash Benefits
- VI-SPDAT



Entry / Exit Interim Review

Interim Review Data

Entry / Exit Provider	Good Shepherd Ctr - New Hanover County
Entry / Exit Type	HUD
Interim Review Type	Annual Assessment
Review Date	04/27/2018 03:22:51 PM

Interim Review Assessment

Household Members

<input checked="" type="checkbox"/> (26) Doe, John Atlas Age: 41 Veteran: Yes (HUD)

NC HMIS Update Interim Review Date: 04/27/2018 03:22:51 PM

****ANSWER FOR ALL CLIENTS, INCLUDING CHILDREN unless specified otherwise****

Covered by Health Insurance Yes (HUD) No

Health Insurance

Start Date *	Health Insurance Type	Covered?	(HOPWA) If Private Pay Insurance, Specify	(HOPWA) If No, Reason not End Date covered
02/27/2018	Indian Health Services Program	No		
02/27/2018	Other	No		
02/27/2018	State Health Insurance for Adults	No		
02/27/2018	Health Insurance obtained	No		

When to Update a Record

- Status of any sub-assessment information changes
- The person or household has been in your program for one year
- Completing the VI-SPDAT after program entry
- When providing after care
- Data standards changes



Tips for accurate updates:

Income source – Put an end date to the old source, add a “new source”

Make sure “lead in” question matches assessment response

Complete annual update on the “anniversary” of entry or up to 30 days prior

Collect all possible update information at one time

How are updates used:

- Learning more about a persons needs – disability, housing supports
- Tracking progress – changes in income & benefits
- System Performance Measures – increase in income, exits to housing



Destination

Definition

Where a client will stay the night after exiting a project

Collection Point

Project Exit

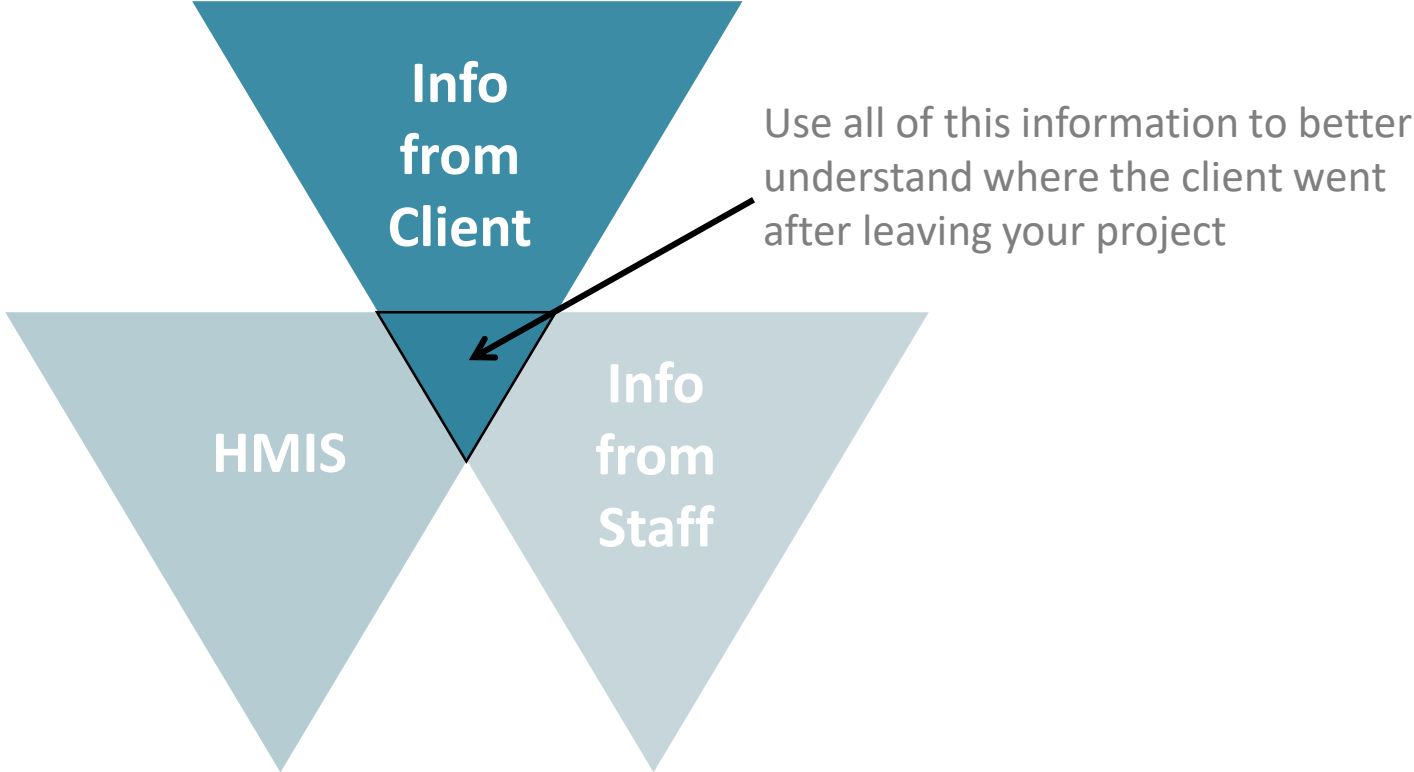
Subject

All clients

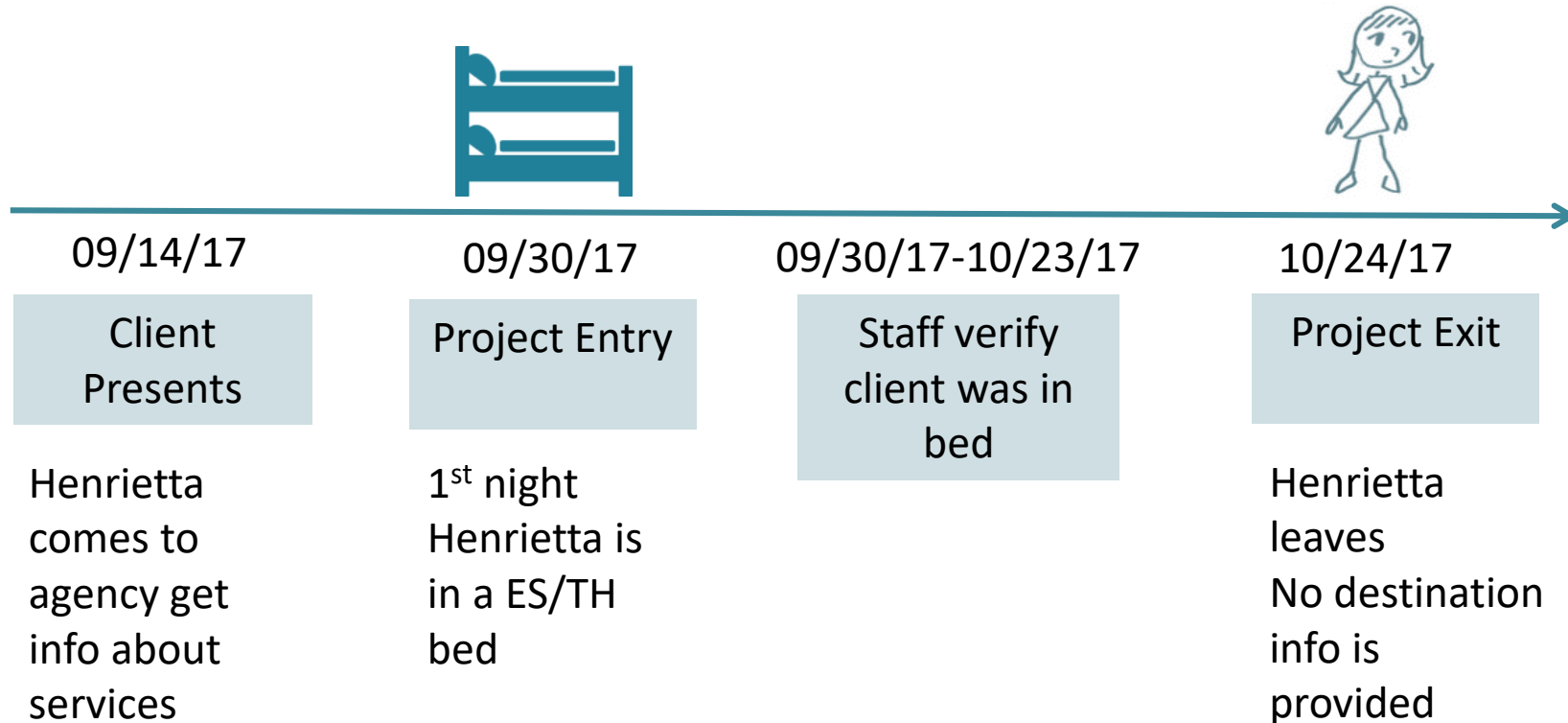
Special Notes

- If client exits without providing destination information to staff, the “No exit interview completed” response should be used

HUD encourages us to get more info



Sometimes we don't know where clients went...





This can lead to 'red flags' or null responses

When to select “No exit interview completed”

- If sources are not available—client did not provide info, staff do not have info, and there is no HMIS data

Other will still flag on reports

Do not enter record inaccurate information

- ✓ Missing data is always better than inaccurate data

Looking at Movement within our Region

Zip Code of Last Permanent Address

- For multi-county CoCs, used to see where people became homeless versus where they arrived for services
- Informs our service system of where people are struggling to maintain housing
- Tells us who services should be geared toward
- Tells us what those services could look like
- Only useful if it is completed for most clients and answered accurately

NC-506 Process for Improving Data Quality

Results

- Started with looking at data quality
- Began conversation around missing data & errors
- Continued with regular report updates
- Review system level reports before submission



NCCEH Plans to Improve Data Quality



DQ plan
with CoCs



In-Person
Trainings



In-Depth review for
federal reporting
seasons

NC-506 Move to Data Sharing

Discussion around tracking CE referrals always comes back to data sharing



Providers expressed concerns around “hazards” of data sharing

Discussed solutions to concerns and weighed pros and cons



Plan to bring data sharing to executive level and use examples of ROI and sharing plans to work through details

Using Data to Plan for Diversion

Looking at who is coming into our system:

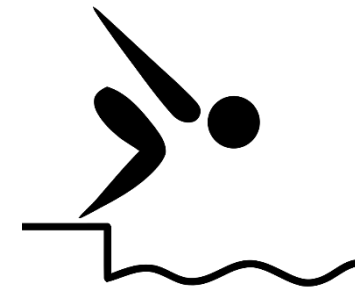
25% of entries into ES and TH are from housed situations

What resources do they have:

18% of adults had enough income to rent an apartment at market rate

Questions we still need to answer:

- Are they the same people
- What other factors lead them to seek shelter
- What was needed to prevent their homelessness

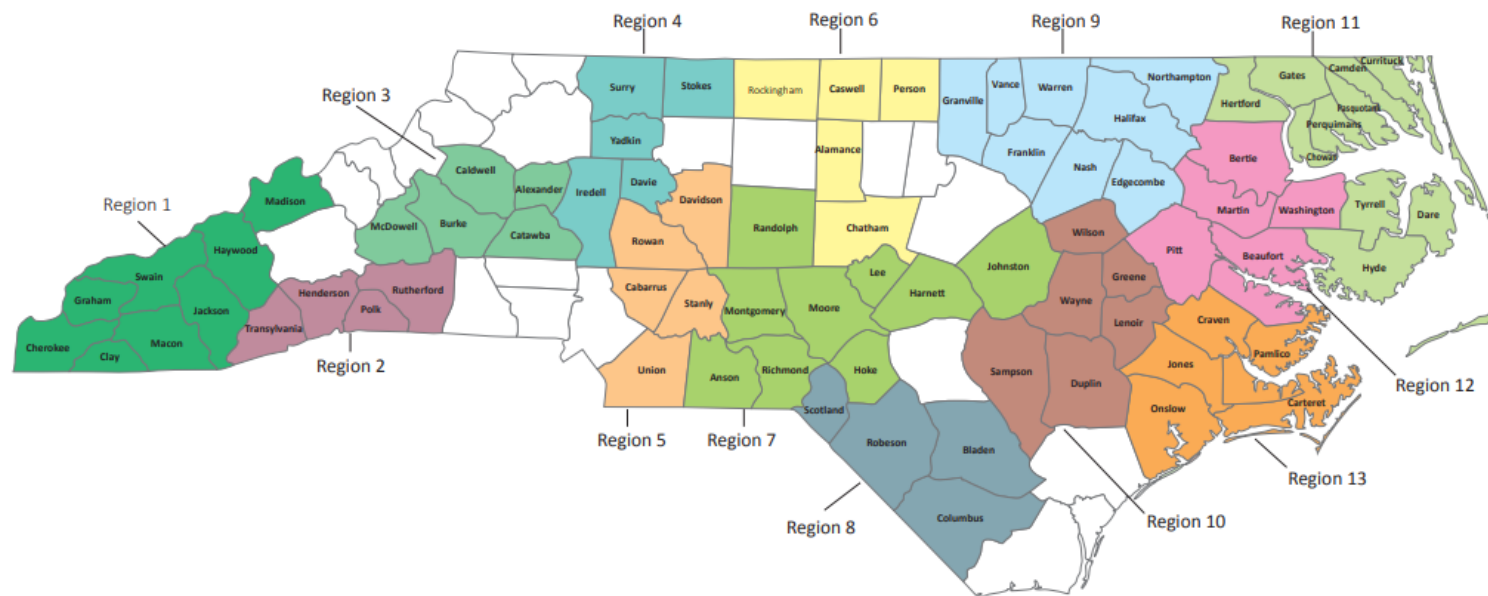


Your data at work!

Coordinated Entry on HMIS

→ By Name List report (*coming soon statewide*)

Regional planning for Coordinated Entry and System Performance Measures



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