



HMIS Agency Administrators Meeting

August 2, 2018



Agenda

1. CoC / Coordinated Assessment / UPLIFT Updates
2. Coordinated Assessment Reminders and Updates
3. HMIS Newsletter
4. System Performance Measures (SPM) Results
5. CDQI: Longitudinal System Analysis (LSA) Report

CoC / Coordinated Assessment / UPLIFT Updates

Coordinated Assessment Reminders and Updates



HUD CE Data Elements Discussion

HUD has released some proposed data elements for the Coordinated Entry process that include HMIS data collection requirements and recommended reports.

Communities have the opportunity to provide feedback to HUD by Oct 1.

OSH would like to review the proposed feedback with agencies and gather feedback to submit to HUD. This discussion will take place during the **Coordinated Assessment Work Group on Thurs, Sept 13 from 1-2:30pm. Location: The Health Trust, 3180 Newberry Dr, Unit 200, San Jose, CA 95118.**

Please send an agency representative to this meeting who is familiar with the CE process and HMIS data collection!



Coordinated Assessment FAQs Available

The following FAQs are now available:

- FAQ for Providers who Administer the VI-SPDAT
- FAQ for Service Providers who do not Administer the VI-SPDAT
- VI-SPDAT Follow-Up Handout (to be given to the client after conducting the VI-SPDAT)

The FAQs were developed by the Coordinated Assessment Work Group to help answer common questions about the Coordinated Assessment process.



FAQs Available on OSH and HMIS Websites:

SCC HMIS Site:

1. Go to <http://scc.hmis.cc/>
2. Click on Training -> Coordinated Entry Toolkit
3. See “Resources” section

Resources

- Coordinated Assessment FAQ for Providers who Administer the VI-SPDAT
(updated 12/ul2018)
- Coordinated Assessment FAQ for Service Providers who do not Administer the VI-SPDAT
(updated 12/ul2018)
- VI-SPDAT Follow-Up Handout (to be given to the client after conducting the VI-SPDAT
(updated 12/ul2018)

OSH Site:

1. Go to <https://www.sccgov.org/sites/osh/>
2. Click on Continuum of Care -> Coordinated Assessment
3. See “Coordinated Assessment Documents” section

Coordinated Assessment Documents

Coordinated Assessment Memo to Providers

Coordinated Assessment Guidelines on how to participate in the system

FAQs – Client Handout

FAQ for Providers who administer the VI-SPDAT

FAQ for Service Providers who do not administer the VI-SPDAT

Instructions for entering VI-SPDATs in HMIS

Reminder: Automatic Removal from Community Queue Now Active

If a client exits a program and their **exit destination is permanent housing**

OR

They are in RRH or PSH and a **Housing Move-In Date is entered**, then...

...the client will be **removed from the Community Queue**.

Users will see a confirmation notice - they must click "OK" to save their data!

Sean Wakeman

PROFILE HISTORY **PROGRAMS** ASSESSMENTS NOTES

Enroll Program for client Sean Wakeman

Project Start Date 06/17/2018

Is the Client an Adult or Head of Household? Yes (Automatically Generated Response)

Is the Program Type a Permanent Housing Program Type? Yes (Automatically Generated Response)

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date 06/17/2018

wa-train.clarityhs.com says

Exiting the program to the permanent destination will remove referral from the Community queue as Automated Removal. Please confirm

Cancel OK

HMIS Newsletter

HMIS Newsletter

Will be sent out monthly to all HMIS users

July 2018 Newsletter included:

- Data Literacy Institute
- Data Quality Lab - Getting Services Right
- Permanent Housing/Community Queue Cross Check
- Report Spotlight: APR
- Bitfocus is Hiring!
- Upcoming Events

Web link to the newsletter will available in the Agency Admin meeting minutes



Santa Clara HMIS News, July 2018

Welcome to the Santa Clara County HMIS Newsletter! In this edition you'll find the following:

- [Data Literacy Institute Launched This Month!](#)
- [Data Quality Lab - Part IV - Getting Services Right](#)
- [Reminder: Permanent Housing/Community Queue Cross Check](#)
- [Report Spotlight: \[HUDX-227\] Annual Performance Report \[Oct 2017\]](#)
- [Bitfocus is Hiring!](#)
- [Upcoming Events](#)

Data Literacy Institute Launched This Month!

Starting this month, OSH, in collaboration with the CoC, launched the Data Literacy Institute. The institute will consist of a series of training opportunities and development of learning materials for the CoC and community partners. *The goal of the institute is to help staff at all levels enhance their understanding of the data collected in HMIS, how to measure program performance, and how to use data to effectively communicate the success of your programs.*

There are 2 Data Literacy tracks. Each track will feature quarterly workshops covering a different data topic. In this quarter (July - Sept), we will be holding 2 workshops for each track!

Agency Staff Track:

Target Audience: HMIS users, Case Managers, Outreach Workers, Data Entry staff, Front Desk staff... anyone at your agency interested in learning more about data!

System Performance Measures (SPM) Results



System Performance Measure Submission

The report was submitted on 6/4, and covered:

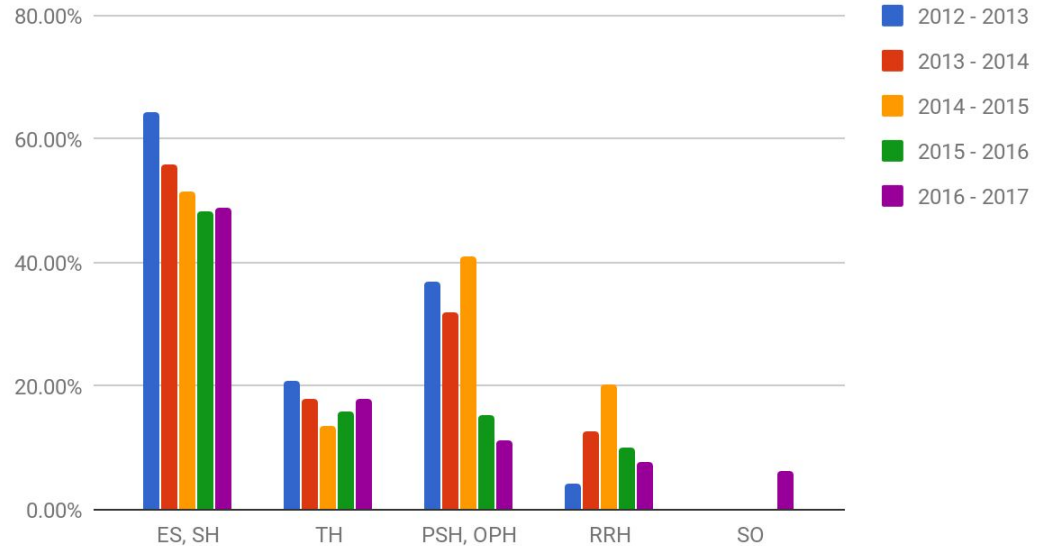
- Data Quality for 10/1/2016 - 9/30/2017
- SPM results for 10/1/2016 - 9/30/2017

Data Quality

Data quality has been improving year after year for almost all program types.

For 2016-17, data quality improved for PSH/OPH, RRH, and stayed about the same for ES/SH. There was a slight increase for TH and SO (Street Outreach).

Destination Data Quality (% Error Rate)





System Performance Measures

1. Length of Time Persons Remain Homeless
2. Returns to Homelessness within 6 to 12 months
3. Number of Homeless Persons
4. Employment and Income Growth
5. Number of Persons who become Homeless for the First Time
6. N/A
7. Successful Placement in or Retention of Permanent Housing



1: Length of Time Persons Remain Homeless

Average Length of Time Homeless

	2015-16	2016-17
ES & SH	56	57
ES, SH & TH	139	124

Median Length of Time Homeless

	2015-16	2016-17
ES & SH	34	30
ES, SH & TH	65	52



1: Length of Time Persons Remain Homeless

Average Length of Time Homeless - Includes Element 3.17.1.A

	2015-16	2016-17
ES, SH, & PH	160	319
ES, SH, TH, & PH	224	378

Note: SPM logic looks at homelessness from Oct 1, 2012 onwards, resulting in a trend toward higher average and median time homeless. In addition, length of time homeless based on PH pre-housing was added for the 2016-17 report.

Median Length of Time Homeless - Includes Element 3.17.1.A

	2015-16	2016-17
ES, SH, & PH	60	92
ES, SH, TH, & PH	94	129



2: Returns to Homelessness within 6 to 12 months

	# Persons Exiting to Permanent Housing	# Returns in 2 Years	% of Returns in 2 Years
Exits from SO	18	2	13%
Exit from ES	646	114	18%
Exit from TH	506	79	16%
Exit from SH	7	1	14%
Exit from PH	424	65	15%
TOTAL	1,598	261	16%

Note: Measure 2 is based on clients who exited to permanent housing 2 years prior to the 2016-17 report date range. Returns decreased compared to last SPM.



3: Number of Homeless Persons

PIT Count

	2016	2017
Sheltered Count	1,897	1,946
Unsheltered Count	N/A (no PIT count this year)	5,448



3: Number of Homeless Persons

Annual Sheltered Count

	2015-16	2016-17
ES	3,791	5,125
SH	22	17
TH	1,792	1,704
Unduplicated TOTAL	5,235	6,418



4: Employment and Income Growth

Change in income for adult stayers (CoC funded programs)

	2015-16	2016-17
# Adult Stayers	441	266
# Increased Earned Income	15	24
# Increased Non-Employment Income	39	50
# Increased Total Income	48	65
% Increased Total Income	11%	24%



4: Employment and Income Growth

Change in income for adult leavers (CoC funded programs)

	2015-16	2016-17
# Adult Stayers	386	597
# Increased Earned Income	114	139
# Increased Non-Employment Income	54	78
# Increased Total Income	143	197
% Increased Total Income	37%	33%



5: Number of Persons who become Homeless for the First Time

ES, SH & TH

	2015-16	2016-17
Unduplicated TOTAL	4,354	5,418
Returning Homeless	1,544	1,846
First Time Homeless	2,810	3,572

ES, SH, TH & PH

	2015-16	2016-17
Unduplicated TOTAL	5,378	7,107
Returning Homeless	1,806	2,394
First Time Homeless	3,572	4,713

SPM Measure 6 - N/A

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7: Successful Placement in or Retention of Permanent Housing

Exits to permanent housing for SO

	2015-16	2016-17
Persons who exit SO	27	108
Exits to Temporary Destinations	1	17
Exits to Permanent Destinations	9	10
% Successful Exits	37%	25%



7: Successful Placement in or Retention of Permanent Housing

Exits to permanent housing for ES, SH, TH & PH-RRH

	2015-16	2016-17
Persons who exit ES, SH, TH, RRH, PSH with no move-in date	3,739	5,279
Exits to Permanent Destinations	1,627	1,474
% Successful Exits	44%	28%

Note: In 2016-17, this now includes clients in PSH who exited without a Housing Move-In Date.



7: Successful Placement in or Retention of Permanent Housing

Exits to permanent housing or retention of housing for all PH except RRH

	2015-16	2016-17
Persons in PSH/OPH with move-in date	1,583	1,780
Exits to Permanent Destinations	1,530	1,655
% Successful Exits	97%	93%

Note: In 2016-17, counts clients in PSH with a Housing Move-In Date. Previously, counted all PSH clients.



Key Takeaways

- Increase in clients served compared to last year
- Logic changed for some SPM measures since last year
- Data quality matters - Housing Move-In Date being included in multiple measures, Income changes (no matter how small) affects outcomes
- Program set-up (project type, funding source) affects outcomes
- Standardizing workflow matters (e.g. how long to wait before exiting clients for Street Outreach programs) affects outcomes - will be working on this in future

CDQI: Longitudinal System Analysis (LSA) Report



LSA Background

In the past, CoCs would submit the Annual Homeless Assessment Report (AHAR) on an annual basis. The AHAR is a national-level report that provides information about homeless service providers and people and households experiencing homelessness. It informs strategic planning for federal, state, and local initiatives designed to prevent and end homelessness.

This year, HUD has redesigned the AHAR report and replaced it with the Longitudinal System Analysis (LSA) report. The LSA will be due in late Nov / early Dec and cover the federal fiscal year of 10/1/17 - 9/30/18.

Over the next few months, we will be asking agencies to review their data to prepare for the LSA.



LSA Overview

- Includes five project types: ES/SH/TH (reported as a combined group), RRH, and PSH
- Focuses on adults and heads of household – age is the only demographic reported for non-heads of household under 18
- Report includes data on demographics, length of time homeless, information on specific populations such as veterans and chronically homeless persons, housing outcomes
- Includes not just the federal fiscal year, but includes some historic data prior to the FY as well
- The LSA is a much larger report than the AHAR and requires the upload of a csv file instead of manually entering the data (for example, one table in the LSA is about 4 times the size of the entire AHAR report)



This Month, Continued Focus On: Project Inventory

Let Bitfocus know if:

There have been any changes to your **bed / unit inventory** since the HIC/PIT (or your last update):

- What the new bed inventory is
- What was the date of the inventory change

Any programs ended or started:

- If the program ended, the end date (please make sure all clients are exited from the program!)
- If the program started, please fill out the Program Request Form (<http://scc.hmis.cc/client-forms/>)



This Month, Continued Focus On:

- Household Review
- Move-In Date for PSH and RRH projects
- Exit Destination
- Income

This review will help both the System Performance Measures and LSA for the year covering 10/1/17 to 9/30/2018



Additional Notes

Bitfocus is preparing to send specific data quality reports to Agency Administrators, in preparation for the LSA. Please look out for these requests via email this month!

Households Review

Run the [GNRL-106] Program Roster for the period of 10/1/17 to 6/30/18

Review the household groups:

- If you notice that clients are missing, add them to the household.
- If clients should be grouped together, contact the Help Desk

Program Roster Report

Sample report - test client data

Enrolled within [06/01/2017 - 11/30/2017]

Client

Unique Identifier

Birth Date

Age At Entry

Current Age

Enroll Date

Exit Date

LOS

Assess-ments

Services

Assigned Staff

Program: Baltimore Emergency Shelter

Larina, Tanya

128CB485D

10/11/1958

58

59

06/01/2017

07/01/2017

30

0

2

A. Admin

Katya, Ivanove

54F117E34

10/11/1987

29

30

06/06/2017

06/08/2017

2

0

1

A. Admin

Katya, Ivanove

54F117E34

10/11/1987

29

30

09/01/2017

09/01/2017

0

2

0

A. Admin

Gnatenko, Tatiana

CE74C00E6

12/11/1948

68

68

06/01/2017

06/13/2017

12

0

1

A. Admin

Gnatenko, Lena

86890AD3B

12/10/1958

58

58

06/01/2017

06/01/2017

0

0

0

A. Admin

Gnatenko, Ivar

F2A73252C

10/10/1948

68

69

06/01/2017

06/01/2017

0

0

0

A. Admin

Rick, Ilona

379D9DA8B

12/10/1958

58

58

06/01/2017

06/01/2017

0

0

0

A. Admin

Rick, Lisa

5F6EA0FE1

12/11/1928

88

88

06/01/2017

06/13/2017

12

0

1

A. Admin

Rick, Ostap

2CC316F74

10/10/1928

88

89

06/01/2017

06/01/2017

0

0

0

A. Admin

Katya, Ivanove

54F117E34

10/11/1987

30

30

10/24/2017

10/24/2017

0

0

0

A. Admin

McFly, Lorraine

F0FDDF0C9

05/09/1952

65

65

07/13/2017

07/13/2017

0

0

0

A. Admin

McFly, George

066D45587

10/01/1950

66

67

07/13/2017

07/13/2017

0

0

0

A. Admin

Katerinka, Alson

D91FEB7E8

10/10/1980

36

37

07/01/2017

07/01/2017

0

0

0

A. Admin

Kate, Alson

07D7D9F73

-

-

-

07/01/2017

07/01/2017

0

0

0

A. Admin

Katya, Testscreen

06C75DF7D

10/11/1987

29

30

08/02/2017

08/02/2017

0

0

0

A. Admin

Ivanova, Katya

94DD95487

10/01/1985

31

32

06/01/2017

06/01/2017

0

0

0

A. Admin

Katya, Testemailtemplates

8DCE26718

10/11/1987

29

30

06/01/2017

06/01/2017

0

0

0

A. Admin

Kate, Alson

07D7D9F73

-

-

-

11/10/2017

-

20

0

0

A. Admin

Mouser, Michael

F08851A1B

10/10/1985

32

32

11/15/2017

-

15

0

0

M. Shaw

Mouser, Micky

A4588D705

02/25/2013

4

4

11/15/2017

11/16/2017

1

0

0

M. Shaw

Housing Move-In Date

Run the [GNRL-106] Program Roster for the period of 10/1/17 to 6/30/18

For PSH and RRH programs, check the Housing Move-In Date

- If household moved into housing and the Housing Move-In Date is “undefined”, the Housing Move-In Date needs to be added
- If the Housing Move-In date is not accurate (e.g. is before the program start date), it should be updated

Program Roster Report

Jenn Test Agency

Active within [05/01/2017 - 05/02/2018]

Housing Move-in: Undefined = Unknown HoH or Move-in is Null, ☐ = Non PH Project

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	Assess-ments	Services	Assigned Staff
Program: EAP Demo Program											
Kitty, Hello	1C8A64AFD	01/01/1980	37	38	07/01/2017	-	306		0	3	J. Ong
Bombadil, Tom	77FAD8A1B	01/01/1900	-	-	07/01/2017	-	306		0	1	J. Test5
Program: Jenn Test HP Prevention Program											
Potato, Hot	BE2456D1C	01/01/1980	38	38	01/02/2018	-	121		0	1	J. Ong
Program: RRH											
Bombadil, Tom	77FAD8A1B	01/01/1900	-	-	11/01/2015	-	914	undefined	0	0	J. Ong
Cotta, Ri	3B830C101	01/01/2010	5	8	11/01/2015	-	914	undefined	0	0	J. Ong
Tea, Ginger	53Q20163C	02/01/2015	0	3	11/05/2015	-	910	undefined	0	0	O. Jenn
Tea, Jasmine	6A120C62D	01/01/1998	17	20	11/05/2015	-	910	undefined	0	2	O. Jenn
Lo, He	9A22165C7	01/01/1975	40	43	11/01/2015	-	914	undefined	0	0	J. Ong
Lo, Je	BAD9F1241	01/01/1975	40	43	11/01/2015	-	914	undefined	0	0	J. Ong
Client, Hello	E869E4460	01/01/1980	37	38	03/01/2017	-	428	undefined	0	0	J. Ong
Daniel, Dear	996EDFD20	01/01/2015	2	3	08/01/2017	-	275	undefined	0	2	J. Ong
Kitty, Hello	1C8A64AFD	01/01/1980	37	38	03/01/2017	-	428	undefined	0	3	J. Ong
Cat, Allie	9FFB3597F	01/01/2010	7	8	09/01/2017	-	244	undefined	1	0	J. Ong
Cat, Bob	901BCEED5	01/01/2010	7	8	09/01/2017	-	244	undefined	1	2	J. Ong
Cola, Coca	171F67E3C	01/01/2000	17	18	09/01/2017	09/21/2017	20	undefined	0	0	J. Ong
Cola, Ri	4152D2D03	01/01/1980	37	38	09/01/2017	09/21/2017	20	undefined	1	0	J. Ong
Client, Anonymous	EEC147421	-	-	-	10/01/2017	-	214	undefined	0	0	J. Ong
Program: CoC Outreach											
Bombadil, Tom	77FAD8A1B	01/01/1900	-	-	07/01/2017	-	306		0	0	J. Ong

Destination and Income

1. Run the [HUD-225] HMIS Data Quality Report for your programs

Choose Program Type(s)
Choose...
All
Emergency Shelter
Transitional Housing
PH - Permanent Supportive Housing (disability required)
Street Outreach
Services Only
Other
Safe Haven
PH - Housing Only
PH - Housing with Services (no disability required)
Day Shelter
Homeless Prevention
PH - Rapid Re-Housing
Coordinated Assessment

Choose Program Types in gray

Choose Program Status
All Programs

Choose All

Choose Program(s)
Choose...
All
Demo RHY Program
Demo SSVF Program (RRH)
Demo Standard CoC Program
Outreach

Choose Programs you want to review

Enter the starting report date
2015/10/01

Enter the ending report date
2016/09/30

Use 10/1/2017
Use 5/31/2018

Choose Report Mode
Regular Report

Choose Report Format
Web Page PDF Excel

Choose Web Page

2. Review Q4 (Destination and Income)

Q4. Income and Housing Data Quality		
Program Applicability: All Projects		
Data Element	Error Count	% of Error Rate
Destination (3.12)	28	4.99%
Income and Sources (4.2) at Entry	7	0.77%
Income and Sources (4.2) at Annual Assessment	185	74%
Income and Sources (4.2) at Exit	7	2.47%

Destination: What to look for

Issue:

On the Program End screen, “Destination” is:

- Client doesn’t know
- Client refused
- No exit interview completed
- Data not collected
- Missing

How to fix:

If the client’s exit destination is known, update the “Destination” on the Program End screen

End Program for client Bunya Cotta

Program Exit Date	12/14/2015 
Housing Status at Exit	Category 1 - Homeless 
Destination	Data not collected 

Income at Entry/Exit: What to look for

Possible Issues:

1. “Income from Any Source” is:

- Client doesn’t know
- Client refused
- Data not collected
- Missing

OR

2. “Income from Any Source” is Yes, but no specific income sources are checked

How to fix:

1. On the Enrollment or End screens, update “Income from Any Source” question
2. If a client does receive income, make sure to report the type of income (and the amount)

Cash Income for Individual	
Income from Any Source	<div>Yes</div>
Earned Income	<input type="checkbox"/>
Unemployment Income	<input type="checkbox"/>
Worker's Compensation	<input type="checkbox"/>
Private Disability Insurance	<input type="checkbox"/>
VA Service-Connected Disability Compensation	<input type="checkbox"/>
Social Security Disability Income (SSDI)	<input type="checkbox"/>
Supplemental Security Income (SSI)	<input type="checkbox"/>
Social Security Retirement	<input type="checkbox"/>
VA Non-Service Connected Disability Pension	<input type="checkbox"/>
Employment Pension	<input type="checkbox"/>
TANF (Temp Asst for Needy Fam)	<input type="checkbox"/>
General Assistance (GA)	<input type="checkbox"/>
Spousal Support	<input type="checkbox"/>
Child Support	<input type="checkbox"/>
Other Cash Income	<input type="checkbox"/>
Total Cash Income for Individual	0.00

If Income = Yes, check off the income source(s) received



Income at Annual Assessment

Possible Issues:

Same issues as Income at Entry or Income at Exit

OR

Annual Assessment is not entered correctly

How to fix Annual Assessment:

1. If the client has been in the program for more than a year, make sure an Annual Assessment was completed
2. Make sure Annual Assessment is dated within 30 days before / after the anniversary of program entry

Next Month's Meeting Time and Location



Next Agency Admin Meeting: Thurs, Sept 6 from 1:30-3:30pm

At our regular meeting location: Sobrato Conference Center, Milpitas
600 Valley Way, Room 1
Milpitas, CA 95035

The first hour of the meeting will be a **Data Literacy Institute** session for Agency Managers. Please feel free to invite anyone who may be interested to attend!

Dates and locations for 2018 meetings are listed on the OSH website:

<https://www.sccgov.org/sites/osh/continuumofcare/osh-events/pages/home.aspx>

Q&A
