

Data Literacy Institute HMIS Data In Action

Sept 6 & 11, 2018



Data Literacy Institute

The goal of the Data Literacy 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.

Agenda

- Data Collected in HMIS
- Federal and County Reports
- Takeaways

Workshop Goals

Become more familiar with HMIS data

What data is collected and where it is located in HMIS

Review Federal and County-required reports

Focus on system-wide reports

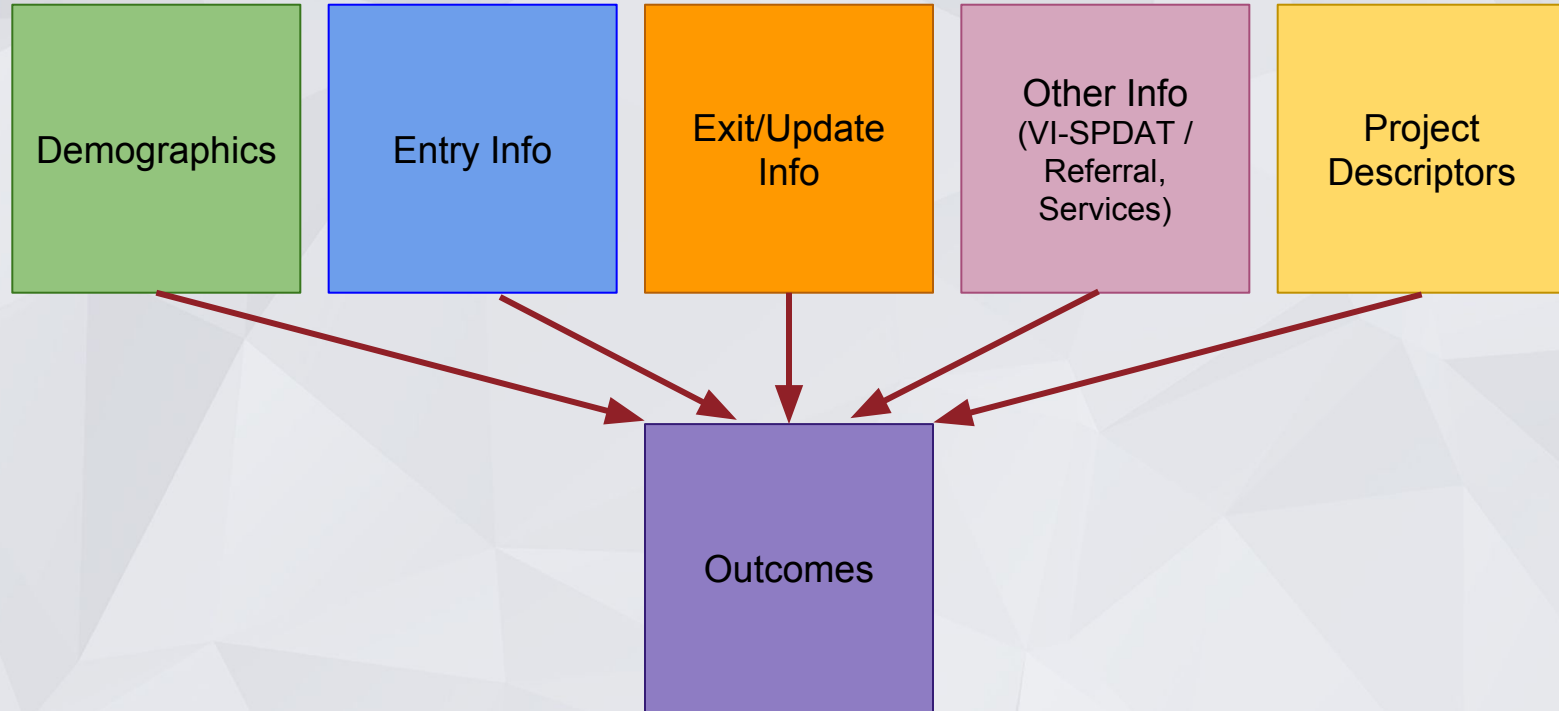
Understand importance of HMIS data collection

Data Collected in HMIS

General Overview

- Majority of data collected in HMIS is outlined by the HUD HMIS Data Standards
- Additional information is required by Santa Clara County
- Agencies can also add services or additional questions to track in HMIS based on their programs and activities

Data Collected



Data Collection Screens

- Profile Screen
 - Entry Screen
 - Status Update/Annual Assessment Screen
 - Exit screen
 - Program Setup
-
- Services
 - VI-SPDAT
 - Referrals

CLIENT PROFILE

Social Security Number XXX - XX - 3211 ?

Quality of SSN Full SSN Reported

Last Name Mond

First Name Al

Quality of Name Full name reported

Quality of DOB Full DOB Reported

Date of Birth 01/02/1970

Middle Name None

Gender Male

Race Black or African American

Ethnicity Non-Hispanic/Non-Latino

Veteran Status No

Data Quality

Age
Subpopulation - Youth
Household Type

Demographics

Subpopulation - Veterans

Enroll Program for client Wonder Woman

Project Start Date

__/__/__

25

Client active in report range
Length of stay
Age at entry

Zip Code of Last Address

City affiliation (for city reporting)



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

__/__/__

25

For RRH/PSH:
Housing placement
Days to housing

LIVING SITUATION

Type of Residence

Place not meant for habitation



Length of Stay in Prior Living Situation

Two to six nights



Approximate Date Homelessness Started

__/__/__

25

Subpopulation - used
to calculate chronic
homeless status

Number of times on the streets, in ES, or Safe Haven in the past three years

Select



Length of time homeless

Total number of months homeless on the streets, in ES, or Safe Haven in the past three years

Select



DISABLING CONDITIONS AND BARRIERS

Disabling Condition

No



Physical Disability

Select



Developmental Disability

Select



Chronic Health Condition

Select



HIV - AIDS

Select



Mental Health Problem

Select



Substance Abuse Problem

Select



Subpopulations

Domestic Violence Victim/Survivor

Select



Subpopulation - survivors of DV

CASH INCOME FOR INDIVIDUAL

Income from Any Source

Select

Income at entry / AMI

Change in Income



NON-CASH BENEFITS

Receiving Non-Cash Benefits

Select

Benefits

Connection to benefits



HEALTH INSURANCE

Covered by Health Insurance

Select

Health Insurance

Connection to benefits



LANGUAGE

Primary Language

Select



End Program for client Wonder Woman

Project Exit Date

__/__/__
25

Client active in report range
Length of stay

Destination

Select

Exit Destination

Housing Placement

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

01/01/2018
25

Did the client stay in the
same rental unit at exit
(transition in place)?



For RRH/PSH:
Housing Placement

DISABLING CONDITIONS AND BARRIERS

Disabling Condition

No

Physical Disability

No



Developmental Disability

No



Chronic Health Condition

No



HIV - AIDS

No



Mental Health Problem

No



Substance Abuse Problem

No



Domestic Violence
Victim/Survivor

No

Subpopulations

CASH INCOME FOR INDIVIDUAL

Income from Any Source

No

Income at exit / living wage

Change in Income

NON-CASH BENEFITS

Receiving Non-Cash Benefits

No

Benefits at exit

Connection to benefits

HEALTH INSURANCE

Covered by Health Insurance

No

Health Insurance at exit

Connection to health insurance

Program Name		Project descriptor
Program Template	Select	
Cross Agency Services	<input type="checkbox"/>	
Grant Identifier		
Funding Source	Select	Determines some required questions based on federal funding source
Program Type	Emergency Shelter	Determines what reports program will be included in, Determines some program-required questions
Program Applicability	Select	
Continuum Project	Yes	
Operating Start	__/__/__	
Operating End	__/__/__	
Status	Active	
Site Primary Location	System	Address, geocode
Site Type	Residential: special needs and non-special needs	
Target Population	Select	
Victim Services Provider	Select	Project descriptors
Housing Type	Select	
Method of Tracking	Select	

ADD BED & UNIT INVENTORY

Information Date	__/__/__	
Continuum of Care	Santa Clara County CoC	
Household Type	Select	Population that inventory is dedicated to
Bed Inventory		Capacity
Unit Inventory		Utilization
Inventory Start Date	__/__/__	
Inventory End Date	__/__/__	Dates the inventory is available
HMIS Participating	<input type="checkbox"/>	Indicates if data is entered in HMIS

Federal & County Reports

System Reports

Federal Reports

- Housing Inventory Count (HIC)
- Point In Time Count (PIT)
- System Performance Measures (SPM)
- Longitudinal System Analysis (LSA) **NEW**

County Reports

- Supportive Housing Report
- Program-specific reports (e.g. Rapid Re-Housing, Shelters, Prevention)
- Subpopulations reports (e.g. Veterans, Reentry)

Program Reports (Based on Funder)

Federal Reports

- Annual Performance Report (APR)
- Consolidated Annual Performance and Evaluation Report (CAPER)
- PATH Annual Report
- RHY Upload
- SSVF Upload

Your agency may have additional required reports depending on your funding or internal reporting requirements

Housing Inventory Count (HIC)

What is it?

Point-in-time inventory of housing and shelter resources in the community. Required annually and based on resources available on one night in January.

Why is it important?

Used by both HUD and the County to monitor available resources
Affects scoring for HUD CoC funding for Santa Clara County

What data is included?

Project Descriptors

- Project Type (ES, TH, SH, PSH, RRH)
- Inventory
- Funding Sources
- Location

Outcomes

- Utilization Rates

Proj. Type	Organization Name ▲	Project Name	Geo Code	Inventory Type	Bed Type	Target Pop. A	Target Pop. B	Beds HH w/ Children	Units HH w/ Children	Beds HH w/o Children	Beds HH w/ only Children	Veteran Beds HH w/ Children	Youth Beds HH w/ Children	CH Beds HH w/ Children	Veteran Beds HH w/o Children	Youth Beds HH w/o Children	CH Beds HH w/o Children	CH Beds HH w/ only Children	Additional Federal Funding?	Housing Type	McKinney-Vento	Year-Round Beds	PIT Count	Total Beds	Utilization Rate
PSH			063258	C		SMF	NA	97	27	7		0	0	97	0	0	7		No	Tenant-based – scattered site	Yes	104	57	104	55 %
PSH			063258	C		SMF	NA			7					0	0	7		No	Tenant-based – scattered site	Yes	7	19	7	271 %
PSH			063258	C		SMF	NA			41					0	0	41		No	Tenant-based – scattered site	Yes	41	16	41	39 %
PSH			069085	C		SMF	NA			100					0	0	100		No	Tenant-based – scattered site	No	100	60	100	60 %
PSH			063258	C		SMF	NA			14					0	0	14		No	Tenant-based – scattered site	Yes	14	26	14	186 %
PSH			069085	C		HC	NA	55	22	0		0	0	0					No	Site-based – clustered / multiple sites	Yes	55	69	55	125 %
PSH			069085	C		SMF	NA			26					0	0	26		No	Tenant-based – scattered site	Yes	26	22	26	85 %
PSH			069085	C		SMF	NA			23					0	0	23		No	Tenant-based – scattered site	Yes	23	22	23	96 %
PSH			069085	C		SMF	NA			18					0	0	18		No	Tenant-based – scattered site	Yes	18	18	18	100 %
PSH			069085	C		SMF+HC	NA	6	2	17		0	0	6	0	0	17		No	Tenant-based – scattered site	Yes	23	19	23	83 %
PSH			063258	C		SMF	NA			15					0	0	15		No	Site-based – clustered / multiple sites	Yes	15	23	15	153 %
PSH			063258	C		SMF	NA			29					0	0	29		No	Tenant-based – scattered site	Yes	29	34	29	117 %

Point In Time Count (PIT)

What is it?

A census of all people experiencing homelessness on one night in January, including demographic information. Sheltered counts are required annually. Unsheltered counts are conducted every 2 years.

Why is it important?

Provides a measure picture of homelessness on local and national levels

Affects scoring for HUD CoC funding for Santa Clara County

What data is included?

Demographics

- Age
- Gender
- Race / Ethnicity
- Veteran

Entry Info

- Household type
- Chronic homeless
- Mental Health
- Substance Abuse
- HIV/AIDS
- DV

Project

Descriptors

- Project Type (ES, TH, SH)

Households with at least one Adult & one Child	Households with only Children	Households without Children	Totals		
Persons in Households with at least one Adult and one Child	Sheltered		Unsheltered	Total	
	Emergency	Transitional			
	Total Number of Households	11586		201	
	Total Number of Persons (Adults & Children)	397294	0	691	
	Number of Persons (under age 18)	244174		418	
	Number of Persons (18 - 24)	1529		44	
	Number of Persons (over age 24)	13891		229	
Gender (adults and children)	Sheltered		Unsheltered	Total	
	Emergency	Transitional			
	Female	228165		393	
	Male	168129		297	
	Transgender	10		1	
	Gender Non-Conforming (i.e. not exclusively male or female)	00		0	
Ethnicity (adults and children)	Sheltered		Unsheltered	Total	
	Emergency	Transitional			
	Non-Hispanic/Non-Latino	10839		147	
	Hispanic/Latino	289255		544	
Race (adults and children)	Sheltered		Unsheltered	Total	
	Emergency	Transitional			
	White	260264		524	
	Black or African-American	3415		49	
	Asian	107		17	
	American Indian or Alaska Native	194		23	
	Native Hawaiian or Other Pacific Islander	71		8	
	Multiple Races	673		70	
Chronically Homeless	Sheltered		Unsheltered	Total	
	Emergency	Transitional			
Total number of households	15			15	

Report breaks out information based on household type.

In addition, Youth and Veteran populations are also broken out.

System Performance Measures (SPM)

What is it?

A report of seven measures that allows communities to monitor:

- Number of people experiencing homelessness
- Reduction in people who become homeless
- Progress toward helping people become quickly and stably housed

Report is due annually and covers the federal fiscal year (10/1 - 9/30)

What data is included?

Demographics

-Age

Entry Info

-Time homeless
-Housing Move-In Date
-Income at entry

Exit/Update Info

-Housing Move-In Date
-Income at exit
-Destination

Outcomes

-Income change
-Exits to housing
-Housing retention
-Returns to homelessness

Project

Descriptors

-Project Type (ES, TH, SH, PSH, RRH, Street Outreach)

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

Why is the SPM Important?

Provides a more complete picture of how well a community is preventing and ending homelessness:

- Number of people experiencing homelessness
- Reduction in people who become homeless
- Progress toward helping people become quickly and stably housed

HUD will review performance from year to year for each community; affects HUD funding

The report is run regularly over different time periods by OSH to review progress towards County-wide goals

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2016	FY 2017	Submitted FY 2016	FY 2017	Difference	Submitted FY 2016	FY 2017	Difference
1.1 Persons in ES and SH	3737	5060	56	57	1	34	30	-4
1.2 Persons in ES, SH, and TH	5120	6344	120	124	4	65	53	-12

1.1 Persons in ES, SH, and PH (prior to "housing move in")
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months		Returns to Homelessness from 6 to 12 Months		Returns to Homelessness from 13 to 24 Months		Number of Returns in 2 Years	
		FY 2017	% of Returns	FY 2017	% of Returns	FY 2017	% of Returns	FY 2017	% of Returns
Exit was from SO	15	1	7%	0	0%	1	7%	2	13%
Exit was from ES	646	56	9%	31	5%	27	4%	114	18%
Exit was from TH	501								
Exit was from SH	7								
Exit was from PH	421								
TOTAL Returns to Homelessness	159								

	January 2016 PIT Count	January 2017 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	6524	7394	870
Emergency Shelter Total	777	1140	363
Safe Haven Total	10	0	-10
Transitional Housing Total	1110	806	-304
Total Sheltered Count	1897	1946	49
Unsheltered Count	4627	5448	821

Longitudinal System Analysis (LSA)

What is it?

National-level report that provides information about homeless service providers, people and households experiencing homelessness, and characteristics of that population.

Report is due annually and covers the federal fiscal year (10/1 - 9/30) as well as additional time periods.

This year is the first year the report will be submitted.

What data is included?

Demographics

- Age
- Gender
- Race / Ethnicity
- Veteran

Entry Info

- Household type
- Chronic homeless
- Time homeless
- Disability
- DV
- Housing Move-In Date

Exit/Update Info

- Housing Move-In Date
- Destination

Outcomes

- Utilization
- Days to housing
- Exits to housing
- Housing retention
- Returns to homelessness

Project Descriptors

- Project Type (ES, TH, SH, PSH, RRH)
- Inventory
- Funding Sources
- Location

Why is the LSA important?

It is meant to inform strategic planning for federal, state, and local initiatives designed to prevent and end homelessness.

Provides information about how the homeless population uses the system of care in Santa Clara County (e.g. gives information about first time homeless, how many return to homelessness and how many days between exit and re-enrollment into a shelter/housing project).

Households Served in the System During the Reporting Period	Adult Only (AO) Households				Adult and Child (AC) Households				Child Only (CO) Households			
	ES, SH, TH	RRH	PSH		ES, SH, TH	RRH	PSH		ES, SH, TH	RRH	PSH	
Total Number of Households Served												
Total Number of People Served												
Total Number of Unaccompanied Young Adult Households (18-24)												
Total Number of 55+ Households												
Total Number of Veteran Households												
Total Number of Chronically Homeless Households												
Total Number of Disabled Households												
▼ Gender (HoH & Adults)												
Female												
Male												
Transgender												
Does Not Identify as Male, Female, or Transgender												
Missing, DK, or Refused												
▼ Age (in yrs of all persons in HH)												
1 to 2												
3 to 5												
6 to 17												
18 to 21												
22 to 24												
25 to 34												
35 to 44												
45 to 54												
55 to 64												
65 and Older												
Missing, DK, or Refused												
▼ Veterans Age (in yrs of all persons in HH)												
18 to 21												
22 to 24												
25 to 34												
35 to 44												
45 to 54												
55 to 64												
65 and Older												
Missing, DK, or Refused												
▼ Race and Ethnicity (of HoH and adults)												
White, Non-Hispanic/Non-Latino (Only)												
White, Hispanic/Latino (Only)												
Black or African American (Only)												
Asian (Only)												
American Indian or Alaska Native (Only)												
Native Hawaiian / Other Pacific Islander (Only)												
Multiple Races												
Missing, DK, or Refused												
▼ Veteran Status (of HoH and adults)												
Veteran												
Non-Veteran												

All Households Served in the System During the Report Period										All	AO	AC	CO
▼ System Use During the Report Period										#	%	#	%
Total Number of Households Served Systemwide during the report period													
Total Number of People in Households Served Systemwide during the report period													
▼ System Engagement History										#	%	#	%
Universe: Households experiencing any homelessness or RRH during the report period													
Households experiencing homelessness for the first time this report period													
Households that re-engaged in the homeless system after a previous temporary or unknown destination													
Households that returned to homelessness this report period after an exit to a permanent destination													
Households that have been continuously homeless since a prior report period													
▼ Average Length of Time Homeless for Households Served within the CoC During the Report Period										#	%	#	%
Includes All Continuous Periods of Time Served or Self-Reported Homeless that Overlap with the Report Period													
Universe: Households experiencing any homelessness or RRH during the report period													
Average length of time households were served in Emergency Shelters and Safe Havens during (or continuous with) the report period													
Average length of time households were served in Emergency Shelters, Safe Havens, and Transitional Housing during (or continuous with) the report period													
Average length of time households experienced homelessness combining all ES, SH, TH, and "pre-housing" enrollments during (or continuous with) the report period													
Average length of time households experienced homelessness combining all ES, SH, TH, and "pre-housing" enrollments with self-reported 3.917 data during (or continuous with) the report period													
▼ Households Served in ES/SH/TH During the Report Period										#	%	#	%
Universe: Households experiencing any homelessness or RRH during the report period													
Total households served in Emergency Shelter/Safe Haven during the report period													
Total households served in Emergency Shelter/Safe Haven/Transitional Housing during the report period													
▼ Households Served in RRH During the Report Period										#	%	#	%
Universe: Total households served in RRH during the report period													
Households that entered an RRH project during the report period													
Households in RRH that exited without PH placement during the report period													
Households still enrolled in RRH at the end of the report period that are not yet placed in PH													
Households in RRH that have been placed in PH during the report period													
Households in RRH that have been placed in PH and who were exited from the program during the report period													
Households in RRH that have been placed in PH and are still receiving RRH at the end of the report period													
▼ Summary Exit Outcomes for Households Served in Temporary Situations during the Report Period										#	%	#	%
Universe: Households served in ES, SH, TH or RRH that exited during the report period													
Households served in ES, SH, TH or RRH that exited to permanent housing destinations													
Households served in ES, SH, TH or RRH that exited to temporary destinations													
Households served in ES, SH, TH or RRH that exited to other destinations													

County Reports

What are they?

- Supportive Housing Report
- Program-specific reports (e.g. Rapid Re-Housing, Shelters, Prevention)
- Subpopulations reports (e.g. Veterans, Reentry)

Why are they important?

Used to report to stakeholders about the effectiveness of the supportive housing system and specific projects / initiatives in the County

What data is included?

Demographics

- Age
- Gender
- Race / Ethnicity
- Veteran

Entry Info

- Time homeless
- Income
- Housing Move-In Date
- Custom info (e.g. CCP, HP)

Exit/Update Info

- Income
- Housing Move-In Date
- Destination
- Custom info

Outcomes

- Utilization
- Income change
- Exits to housing
- Housing retention
- Program-specific

Project Descriptors

- Project Type (ES, TH, SH, PSH, RRH)
- Inventory

Other Info

- VI-SPDAT/Referral
- Services

How the County Uses HMIS Data

To understand the characteristics and needs of the homeless population in the County, for the purpose of:

1. Funding priorities and opportunities, such as
 - YHDP Application
 - Homelessness Prevention Expansion
 - Domestic Violence CoC Bonus Funding
2. Performance and outcome analysis
 - Example: Rapid Rehousing Reports

How the County Uses HMIS Data

Importance of Data Quality

1. COC Funded Programs
2. Daily reports/ad-hoc reports
3. Types of reports created using HMIS Data:
 - System Performance dashboards
 - Reports by project type
 - Detailed project reports –comparing agencies and programs
 - Ad-hoc reports

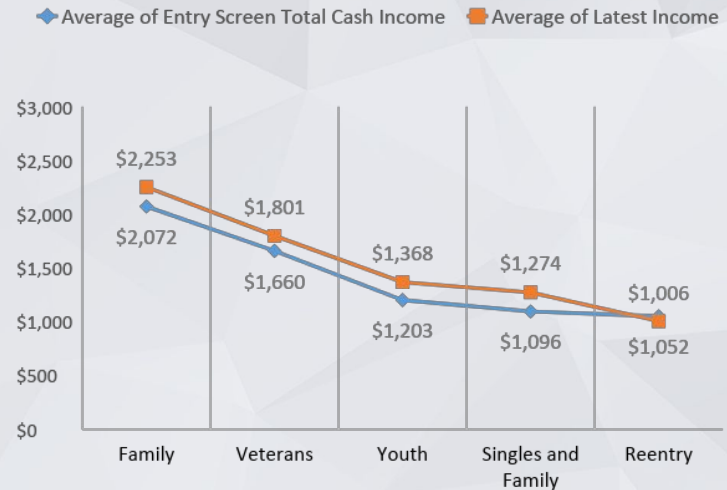
How HMIS Data is Used to Evaluate Rapid ReHousing Program Types

- These outcomes evaluate programs that are grouped by the population they serve
- The importance of data quality is evident for income, enrollment, and move-in dates

INCOME				
RRH Program Type	Sample: Currently Housed Households	Average Monthly Income at Entry	Average Monthly Income at Move in Date/Latest Assessment	Percent Change in Income
Family	69	\$ 2,072	\$ 2,253	9%
Veterans	82	\$ 1,660	\$ 1,801	8%
Youth	45	\$ 1,203	\$ 1,368	14%
Singles and Family	58	\$ 1,096	\$ 1,274	16%
Reentry	51	\$ 1,052	\$ 1,006	-4%
Total	305	1476.95	1606.16	9%

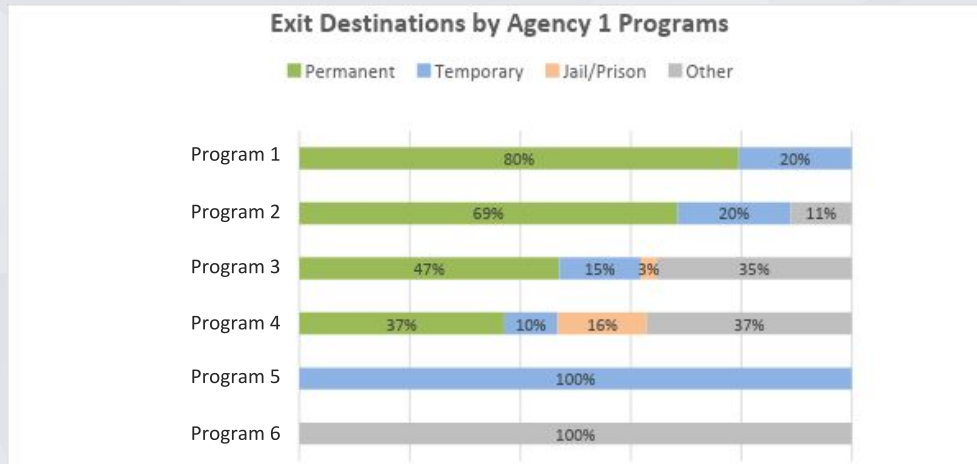
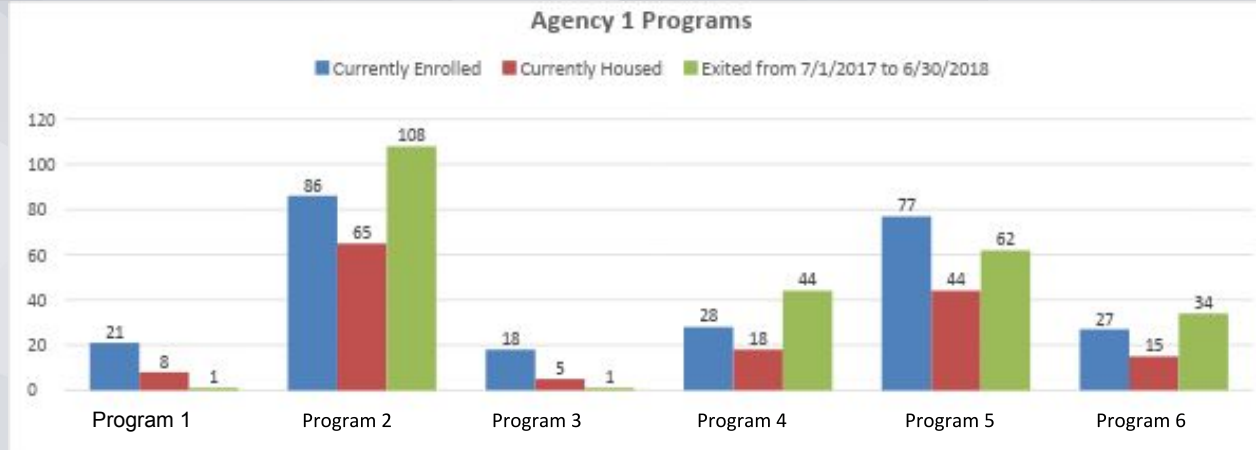
DAYS TO HOUSING	
RRH Program Type	Average Days to Housing
Family	59.54
Reentry	58.42
Veterans	57.30
Youth	42.23
Grand Total	57.24

Income at Entry and Move-In Date/Latest Assessment



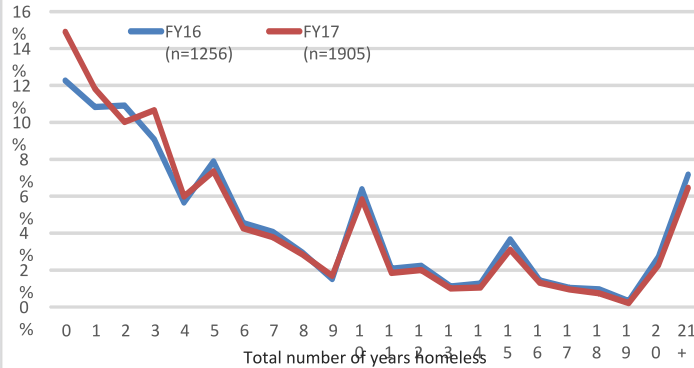
How HMIS Data is Used to Provide Insight at the Program Level

- These charts show a comparison of programs within an agency
- Analysis of outcomes at the program level can influence how existing and future programs are structured and help establish a set of best practices that other programs can apply



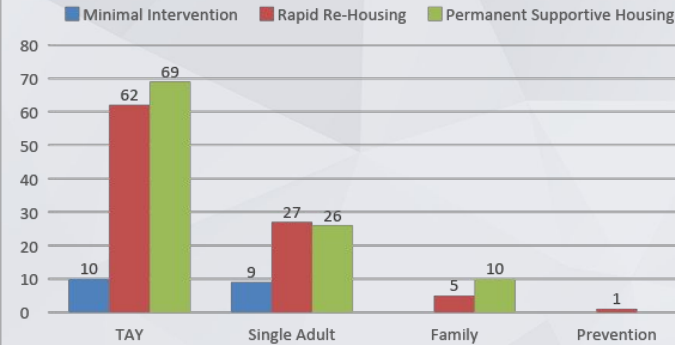
Total Years Homeless of Seniors (55+)

Percent of total Senior population who responded to "Total Number of Years Homeless" VI-SPDAT assessment question



- The percent of newly homeless Seniors (total years homeless = 0) has increased in FY17 to 15% (n=284) from 12% (n=154) in FY16

VI-SPDAT Score Ranges for 18-24 Year Olds Currently on the Queue who have a Foster Care Background



Score Ranges:

- Minimal Intervention = 0-3
- Rapid Re-Housing = 4-8 for Family VI-SPDAT and 4-7 for all others
- Permanent Supportive Housing = 9+ for Family and 8+ for all others

Takeaways

Takeaways

Almost every piece of information collected in HMIS is important for reporting on a Federal or County level

Information is used to monitor how effective County and national efforts are in ending homelessness

Information in HMIS has a large impact on funding for housing services in Santa Clara County

Your work matters!

Resources

- HUD Exchange (federal reports, HMIS Data Standards)
 - <https://www.hudexchange.info/>
- Santa Clara County reports
 - <https://www.sccgov.org/sites/osh/ContinuumofCare/ReportsandPublications/Pages/home.aspx>
- Bitfocus SCC HMIS Help Desk
 - sccsupport@bitfocus.com
 - 408.596.5866 x2
- (Coming Soon) Data Literacy Institute page on the SCC HMIS site
 - <http://scc.hmis.cc/>

Upcoming Workshops

Sept 11: HMIS Data in Action (Agency Staff)

Ever wonder what your HMIS data is used for? Join us for an overview of how your data is used for Federal and County reports.

Nov 1: Planning for Data Requests (Agency Managers)

Ever wonder what your HMIS data is used for? Join us for an overview of how your data is used for Federal and County reports.

Nov 7: How to Request Data (Agency Staff)

Can't find something in the Report Library? Want to take a more detailed look at your data, but need help? Find out how to effectively ask your agency's data analyst, HMIS Administrator, or the Bitfocus Help Desk about your reporting needs.

