June 2018 Agency Admin Meeting

Date: Thursday, June 7, 2018
Time: 1:30 – 3:30PM
Place: Sobrato Conference Center, Milpitas
600 Valley Way, Room 1
Milpitas, CA 95035

Slides from the meeting can be found here:

Page 1 / 35 | Zoom 100%

HMIS Agency Administrators Meeting

June 7, 2018

Please use this link to download slide deck if desired.

Click this link to view May's HMIS Newsletter

Agenda:

1. CoC / Coordinated Assessment / UPLIFT Updates
1. System Performance Measures (SPM) – Thank You!
1. HMIS Newsletter
1. New HMIS Features
1. Data Literacy Institute – Survey Results
1. Longitudinal System Analysis (LSA) Report
1. Continuous Data Quality Improvement (CDQI)
1. Q&A

Next Agency Admin Meeting: Correction from announcement at the meeting

Thurs, July 5 from **2:30-3:30pm**

The Performance Management Work Group will meet from 1:30-2:30pm before the Agency Admin Meeting

At our regular meeting location:

Sobrato Conference Center, Milpitas
600 Valley Way, Room 1
Milpitas, CA 95035

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

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

CoC Updates/Coordinate Assessment

1. The Next Coordinated Assessment workgroup meeting is on Thursday, July 12th
2. We got our scores from last year's NOFA and we did very well. In Data Quality and System Performance Measures we scored very well. This is a reflection of everyone's success so thank you and kudos to the whole CoC team!
3. We are expecting the FY18 NOFA to be announced in the next couple of weeks – hopefully by next week

UPLIFT

Main Points:

- Thank you to all UPLIFT providers, we successfully distributed all 2500 (on May 23rd) UPLIFT Stickers for the Apr-Jun'18 quarter.
- The next quarter July-Sept'18 will begin Jun 15th (next week).
- If any providers had request an UPLIFT pass for a client for the Apr-Jun quarter, but it wasn't fulfilled because we ran out of stickers, please refer to page 17 of the UPLIFT User handbook.
  - User handbook Available on (http://scc.hmis.cc/training/uplift/)
- Please do not postdate or pre-date request. Request should be made on or after June 15th.
- Make sure your providers/Case managers requesting UPLIFT passes select the correct quarter (Jul-Sept) when requesting on HMIS(Clarity).

Other Items:

- OSH will be posting agency's allocation limits tomorrow (Friday, June 7th).
- Please note allocation limits are only for the 1st month of the quarter, after which all left over stickers will be pooled for first come first serve distribution.
  - Allocation Pool period begins (July 1st)

System Performance Measures (SPM)

Thank you!

HUD requires communities to measure their performance as a coordinated system and annually report that in the form of HUD System Performance Measures. This year's report covered 10/1/16 to 9/30/2017.Thanks to everyone for helping with the System Performance Measures (SPM)!

The SPM was successfully submitted. Details of the report will be shared at a future Agency Admin meeting.

HMIS Newsletter

Will be sent out monthly to all HMIS users

May 2018 Newsletter included:

- New Online Training Resources
- Dangling Enrollments
- Location Tab Overview
- Bitfocus is Hiring!
- Report Spotlight: New [DQXX-110] Duplicate Clients Report

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

New Clarity Human Services HMIS Features

- Location Reminder for Clients on Queue
- When a client is referred to the Community Queue, a notice appears on their Client Profile screen to indicate they are on the Queue.

Starting next week: If the client does not have contact information on the Location tab, there will be a red notice. Click "Add" to add contact information to the Location tab.

Coming Soon:

- Updates related to denied referrals
- Improvements to help County MatchMakers manage the Community Queue more effectively

Data Literacy Institute – Survey Results

Data Literacy Institute

Goal is to enable agencies and users to have greater insight into their work through data.

Activities:

- Assist Agency Managers to dive deeper into their data, learn to develop non-public Dashboards and Visualizations, and System Monitoring tools that assist Agencies to determine project success.
- Support HMIS users on common Data Literacy topics. Examples: how to frame a question with a common definition, how to analyze data that is extracted, what are the best types of visualizations for specific types of data, etc.

Survey

- Conducted a survey in May to get feedback on what would be useful to include as part of the Data Literacy Institute
- Survey was sent out to both the HMIS Users and CoC mailing list
- 107 surveys were completed

Questions and summary of answers

Q1. How does your agency collect client data (primary source)?

- 50% HMIS
- 27% Other Database
- 12% Other
- 8% Excel

Q2. How familiar are you with the data collected through HMIS?

- Around 70% of users seem to know what information is collected and why.
- Not so well known are: community-wide reports and the Data Analysis tab/Looker.

Q3.In general, how interested would you be in learning about the following

- The most popular topic is: How to request data from your Data Analyst or HMIS administrator
- The least popular topics are: How to understand statistics (averages, percentages, totals) and How to read charts and graphs.

Q4. How interested are you in knowing the following about your agency's programs, services and the clients you serve?

- The highest priority is: How to communicate data about my programs to the public
- The least important is: Outcome Data (exits to housing, increase in income, etc)

Q5. Which of the following activities would you find helpful?

- Most popular were Hands-on workshops on how to create custom reports and Examples or starter reports of basic demographics and outcomes
- Comments:
  - A training video explaining the county coordinated entry process is crucial to educate both employees and the public of the process and how to explain it to clients.
  - I'd like a deeper understanding of what is required of an Agency Administrator. Also how to fix data issues to improve data accuracy.
  - I would love the ability to have access to all raw data so that I can have more freedom to further analyze data.
  - Effective data visualization techniques.

Q6. Do you have any other suggestions for data related trainings, reports, activities that would be helpful to you or your agency?

- How to collect qualitative data
- Teach people about the confidential queue and how to collect data from it.
- Definitions of similar language used (i.e. intensive CM) Number of hours program spend in staff time to assist clients.
- Reports on exit destinations without being housed & exit destinations after being housed
- Any shortcuts for case managers
- In depth Looker report trainings
- Referral Process

Q7. What is your primary role at your agency?

- 41% Case Manager
- 26% Program Manager
- 7% Senior Manager
- 7% Data Entry

Feedback

- When is the DLI supposed to launch? Aiming for first quarter of the new FY to start, i.e. July-Sept 2018.
- Would like to know the order of what is going to be released.
- Would like to see video on HUD data element definitions.
- Any updates on the institute would be mentioned at the Agency Admin meetings.

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)

Continuous Data Quality Improvement (CDQI)

Last Month, We Reviewed:

- Household Review
- Move-in Date for PSH and RRH projects
- Exit Destination
- Income (for CoC funded projects)

This review was for the System Performance Measures that covered 10/1/16 to 9/30/17

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

Households Review

Run the [GNRL-106] Program Roster for the period of 10/1/17 to 5/31/18

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

Housing Move-In Date

Run the [GNRL-106] Program Roster for the period of 10/1/17 to 5/31/18

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

Destination and Income

1. Run the [HUDX-225] HMIS Data Quality Report for your programs
2. Review Q4 (Destination and Income)

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

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

- "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
1. If a client does receive income, make sure to report the type of income (and the amount)

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
1. Make sure Annual Assessment is dated within 30 days before / after the anniversary of program entry

By Jenn Ong | June 13th, 2018 | Blog, Uncategorized | Comments Off on June 2018 Agency Admin Meeting

Share This Story, Choose Your Platform!

About the Author: Jenn Ong

Comments are closed.

"What we learn with pleasure we never forget."

Alfred Mercier

Announcements >>

Click Here to Access the Santa Clara County CoC Continuous Data Quality Improvement Process

Click Here to Access the SCC Clarity Feature Enhancement Request List

FEATURED | BLOG | NEWS

February 2021 Agency Admin Meeting
January 2021 Agency Admin Meeting
December 2020 Agency Admin Meeting

June 2021						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

« Feb