Oct 2017 Agency Admin Meeting

Date: Thursday, October 5, 2017
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:

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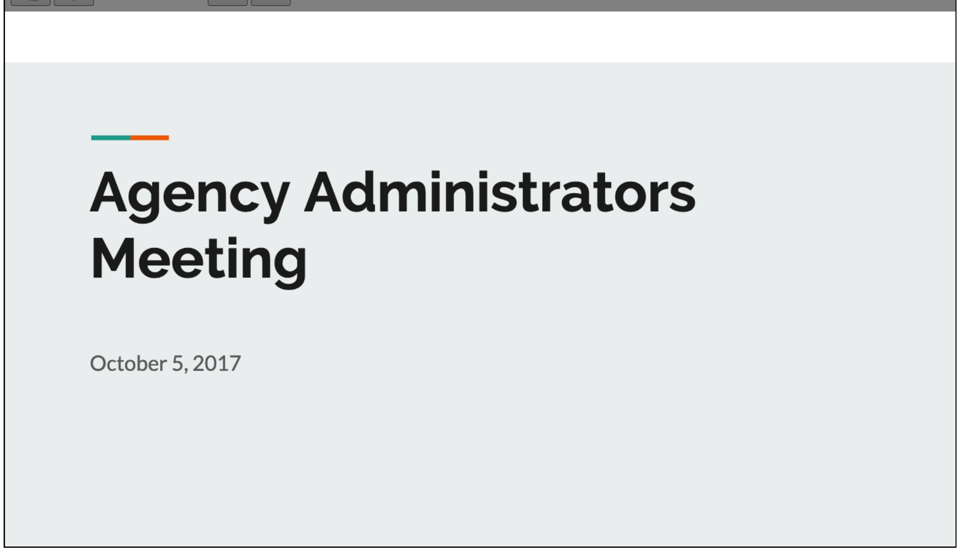

Please use this link to download slide deck if desired.

Agenda:

1. CoC / Coordinated Assessment / UPLIFT Updates
2. 2017 Data Standards Reminders
3. New CCP Workflow Reminders
4. Standardized Financial Services for Rapid Re-Housing and Homelessness Prevention
5. Looker Report: Expiring ROIs
6. CDQI: AHAR

CoC / Coordinated Assessment / UPLIFT Updates

- CoC / Coordinated Assessment
  - CoC NOFA application submitted last week
  - Prevention VI-SPDAT forms (used by EAN agencies) now posted on the SCC HMIS website: http://scc.hmis.cc/client-forms/
- UPLIFT
  - Eugene (UPLIFT Administrator) is out of office, returning on Wed 10/11. No UPLIFT requests will be processed until he returns.
  - When picking up your UPLIFT passes at OSH, please check the envelope and make sure the right number of stickers and badges have been given out before leaving OSH.
  - A new UPLIFT User Handbook is available (as of 10/9) on the SCC HMIS website. It can be found under the "Resources" section here: http://scc.hmis.cc/training/uplift/

2017 Data Standards Reminders

"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 POSTS
BLOG
NEWS

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

June 2021

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« Feb

- HMIS Data Standards are updated every 1-2 years by HUD. They give instructions on what questions are collected in HMIS, and how to answer those questions.
- The new version of the Data Standards was effective 10/1
  - Screens in HMIS were updated with these new changes starting on Monday 10/2 of this week
  - Printable versions of the forms are available at http://scc.hmis.cc/client-forms/ . These forms are NOT required, but available as a resource if needed.
- **Biggest changes affect Permanent Housing programs:**
  - RRH already uses this workflow, but this is an important change for PSH projects (including CCP projects), PH Housing with Services projects, and PH Housing Only projects
    - CCP projects had trainings last week to review new workflow
    - **If your agency has PSH projects that are not CCP, please let Bitfocus know if you need additional training / guidance on what needs to change for your PSH projects**
  - **Project Start Date** has a new definition
    - Old definition: client enrolls into PSH when they are housed. Project Start Date is the date the client was housed.
    - **New definition: client can be enrolled into PSH BEFORE they are housed.** There are 3 enrollment requirements:
      - Information provided by the client or from the referral indicates they meet the criteria for admission (for example if chronic homelessness is required the client indicates they have a serious disability and have been homeless long enough to qualify – though all documentation may not yet have been gathered
      - The client has indicated they want to be housed in this project
      - The client is able to access services and housing through the project. The expectation is the project has a housing opening (on-site, site-based, scattered-site subsidy) or expects to have one in a reasonably short amount of time
  - **Housing Move-In Date is now required**
    - At project entry, if the client is not yet housed, it is ok to leave this question blank
    - When a client is housed, create a Status Update Assessment and fill out the Housing Move-In Date with the date the client was housed
- Project Start Date for other project types:
  - Street Outreach – date of first contact with the client
  - Emergency Shelters (Entry-Exit) – the night the client first stayed in the shelter. If the client exits and then enters at a later date, a new enrollment is started.
  - Emergency Shelters (Night-by-Night) – the night the client first stayed in the shelter. These projects have a bed-night tracking method. Clients can re-enter as necessary without "exiting and restarting" for each stay.
  - Safe Havens and Transitional Housing – the date the client moves into the residential project (i.e. first night in residence).
  - For all other types of Service projects – date the client first began working with the project and generally received the first provision of service.
- Other important change: new project set-up questions required
  - New Project Request form is being updated with new questions
  - New questions are added for use in the Housing Inventory Count (HIC) and Annual Homeless Assessment Report (AHAR)
- Timeline:
  - Completed:
    - Screens in HMIS updated with new Data Standards
    - Printable version of the forms available on SCC HMIS website
    - Worked with agencies that used Housing Status (a retired field) for reporting to update reports
  - Upcoming:
    - Bitfocus will contact agencies if there is any project set-up information needed for existing projects
    - **If your agency has custom questions that you collect at project entry, status, or exit, they should still be available. Please check to make sure they are appearing correctly. Let Bitfocus know if there are any issues.**
- Since the details of the Data Standards were reviewed in the September meeting: please review slides 4-17 for more specific details about the Data Standards changes

New CCP Workflow Reminders

- CCP workflow is changing because of new Data Standards requirements for Project Start Date and Housing Move-In Date

- Pre-Housing and Housing Maintenance enrollments will be replaced with one enrollment under the subsidy provider agency
- Completed:
    - Data clean-up done by Case Managers in September
    - Last week of September: trainings on new CCP workflow held (last make-up training held on Thurs 10/5)
    - 10/2 new CCP screens were available
- **Upcoming:**
    - CCP mapping of historic data – notice will be sent out once it is completed
    - Email will be sent out with instructions for any data updates needed right away (Status Updates to fill out ICM fields, Annual Assessments for APRs)
    - Bitfocus will be asking agencies to verify that the list of ICM Case Managers is correct for their agency – if there are any ICM staff changes, please let us know!
    - Oct 10 – Q&A session with Shelly
    - Later in October – information on how to review/update housing services will be sent out

Standardized Financial Services for Rapid Re-Housing and Homelessness Prevention

- OSH is standardizing financial services across Rapid Re-Housing and Homelessness Prevention
    - Goal is to be able to report on financial services consistently System-wide
    - Financial services will be updated in October
    - Standardization of non-financials services may follow
- Financial services
    - Took SSVF required financial services and chose categories that were important to track
    - **SSVF projects are still required to use the SSVF-required services (no change)**
    - Non-SSVF RRH and non-SSVF Homelessness Prevention projects will see standardized services appearing this month
    - See slide 28 for list of services
- Some agencies (e.g. City of San Jose-funded agencies) have another agency that provides the financial assistance and enters in the financial data in HMIS – if your RRH project is in this situation, let Bitfocus know

Looker Report: Expiring ROIs

- There is a new Looker report available, based on feedback from the last Coordinated Assessment Work Group meeting
- Report is used to find clients who are currently enrolled in your programs, whose ROIs are expiring within a certain date range
- Where to find it:
    - Reports Library, Data Analysis tab
    - Available to Agency Managers
- Filters:
    - Update Agency Name to be your agency
    - Update Programs Name if you'd like to look at specific programs
    - Update Release of Information End Date to be the date range for when the ROIs expire (you can choose the near future to catch clients whose ROIs are expiring soon, or the recent past to find clients whose ROIs have just expired)
- If there is any feedback on how to improve the report, or ideas for other reports that may be useful, please let Bitfocus know

CDQI: AHAR

- Over the past few months, we've been focusing on the AHAR. It is now here!
    - Report dates 10/1/2016 – 9/30/2017
    - First due date is 10/31 – goal is to get data as complete and accurate as possible for this submission
    - HUD will review the data and ask follow-up questions. The final submission date is 12/1.
- Important Note for CCP Projects
    - With CCP mapping and workflow changes in process, CCP PSH data may be affected during this time. When doing AHAR review, please focus on:
        - Any ES, TH, and non-CCP PSH data
        - Client Profile information for CCP PSH clients
        - Bitfocus will reach out with any additional CCP-related AHAR requests
- AHAR Report includes:
    - 13 reports

        - 12 reports specific to project type (ES, TH, and PSH) and household/demographic (Individuals, Families, Individual Veterans, Family Veterans)
        - 1 summary report
    - Basic demographic and enrollment information
        - Age, gender, race, ethnicity, disability status, etc
        - Household size
        - Prior living situation
        - Length of stay
    - Capacity and utilization based on bed/unit inventory and number of clients in the program during specific dates:
        - On average per night during covered time period
        - On Wednesday of the last week in October (October 26, 2016)
        - On Wednesday of the last week in January (January 25, 2017)
        - On Wednesday of the last week in April (April 26, 2017)
        - On Wednesday of the last week in July (July 26, 2017)
- How to Help:
    - **Make sure any client enrollments and exits for September 2017 have been entered into HMIS by 10/13**
        - One way to review: Run [GNRL-105] Program Participation Summary (in the Program Based reports folder) to review all households enrolled in September and review for accuracy
    - **Run the AHAR Report for Your Agency**
        - Report: [HUDX-202-AD] Program Based Annual Homeless Assessment Report [AHAR]
            - Where to find it: Reports Library, HUD Reports folder
            - Important Notes: Run the report for each AHAR Category
        - Items to review:
            - Question 2: Review Utilization
                - Does it make sense?
                - If numbers are too low – clients might be missing that need to be entered in HMIS
                - If numbers are too high – may need to exit clients who already left
            - All Questions: Review "Missing this information" sections
                - Click the numbers to see list of clients with missing information
            - For Individual Categories, Question 3: Review "Age of Children" for accuracy
                - If there are children in the ES Individual, TH Individual, or PSH Individual reports and there shouldn't be, check to make sure the DOB is correct and that the children are connected correctly to the rest of the household
        - ROIs:
            - Follow the client's ROI when entering data
            - If the client's ROI is currently expired but was valid during the time the client was in the program (and the information was originally entered), then it is ok to correct the AHAR data
- **CDQI Action Items:**
    - For agencies **with** ES, TH, or PSH programs:
        - By 10/13:
            - Make sure all enrollments and exits up to 9/30/17 are up-to-date in HMIS
            - Run the [HUDX-202-AD] Program Based Annual Homeless Assessment Report [AHAR] for 10/1/2016 – 9/30/2017 for each AHAR Category.
                - Example: if your agency has ES programs, run one report for Emergency – Individuals and one report for Emergency – Families
        - In addition, Bitfocus may reach out to your agency with specific data requests or questions about bed inventory/capacity throughout the AHAR report period
    - For agencies **without** ES, TH, or PSH programs:
        - For time period of 10/1/2016 – 9/30/2017, review data quality/ completeness for:
            - Age
            - Gender
            - Ethnicity
            - Race
            - Veteran Status
            - Disabling Condition
            - Residence Prior to Project Start
            - Length of Stay at Prior Place
            - Income

- Exit Destination

By Jenn Ong | October 9th, 2017 | Blog, Uncategorized | Comments Off on Oct 2017 Agency Admin Meeting

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About the Author: Jenn Ong

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OUR VISION: No one lives outside.

We are dedicated to removing barriers and providing affordable housing to ensure the economic self-sufficiency of all persons in Santa Clara County.

Homelessness ends when everyone has a home.