# HMIS Agency Administrators Meeting

February 1, 2018

# Agenda

1. CoC / UPLIFT Updates
2. Coordinated Assessment Updates - Evaluation Results and Transitional Housing Rollout
3. Two Factor Authentication Check-In
4. Client Privacy Recertification will take place in March
5. HMIS User Survey
6. New Program Request Form
7. Current and Upcoming Projects
8. AHAR 2017 Results
9. Housing Inventory Count (HIC) / Point In Time (PIT) Count
10. Continuous Data Quality Improvement (CDQI)
11. Recommendations for Future Meeting Topics
12. Q&A

# Next Agency Admin Meeting: Thurs, March 1, from 1:30-3:30pm

**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 / UPLIFT Updates

# UPLIFT Updates

- 491 Remaining Jan-Mar stickers available – First come, first served
  - Do not pre-date or back-date your referral
- Agency that reached allocation limit during 1st month – follow instructions on page 15 of user handbook
- If a case manager requests replacement for clients – follow instructions on page 18 of user handbook
- Processing schedule
  - Friday 02/02 – new enrollment and status assessment
  - 02/05-02/07 – new enrollment and status assessment
  - 02/08 as needed

# CoC Updates

- QAS Update – available online

- Upcoming Training
  - 02/22/18 – Strategies for Recognizing & Working With Survivors of Violence
  - 03/19/18 – HF-Centered Case Management
  - 04/17/18 (tentative) – Connecting Clients to Mainstream Benefits

- NOFA Committee Meetings
  - Next one 02/26/18

# Coordinated Assessment Updates

## Evaluation Results and Transitional Housing Rollout

# CAS Evaluation Summary

- Possible geographic gaps in access
- **Common misconceptions about the VI-SPDAT**
- **Concern about inconsistent administration of VI-SPDAT**
- **ROI issues**
- Time from assessment to housing has decreased – why?
- Rates of rejected referrals remains high

# Recommendations

- **Create informational tools for assessors and participants**
- **Strengthen controls for VI-SPDAT administration, including policies**
- **Explore additional training for VI-SPDATs, ROIs, etc.**
- Track key data, such as:
  - Average time units are vacant
  - Average time from referral to enrollment
  - Rates of rejected referrals and reasons for rejections
- Analyze ineligible referrals
- Training Re: client locating
- Strengthen ongoing participant engagement and location updates

# Two Factor Authentication Check-In

# Client Privacy Recertification

# Client Privacy Recertification coming in March

Every year, HMIS users are required to retake the Client Consent training and recertify

The new Client Consent training will be released and added to
http://scc.hmis.cc/training/schedule-a-training/

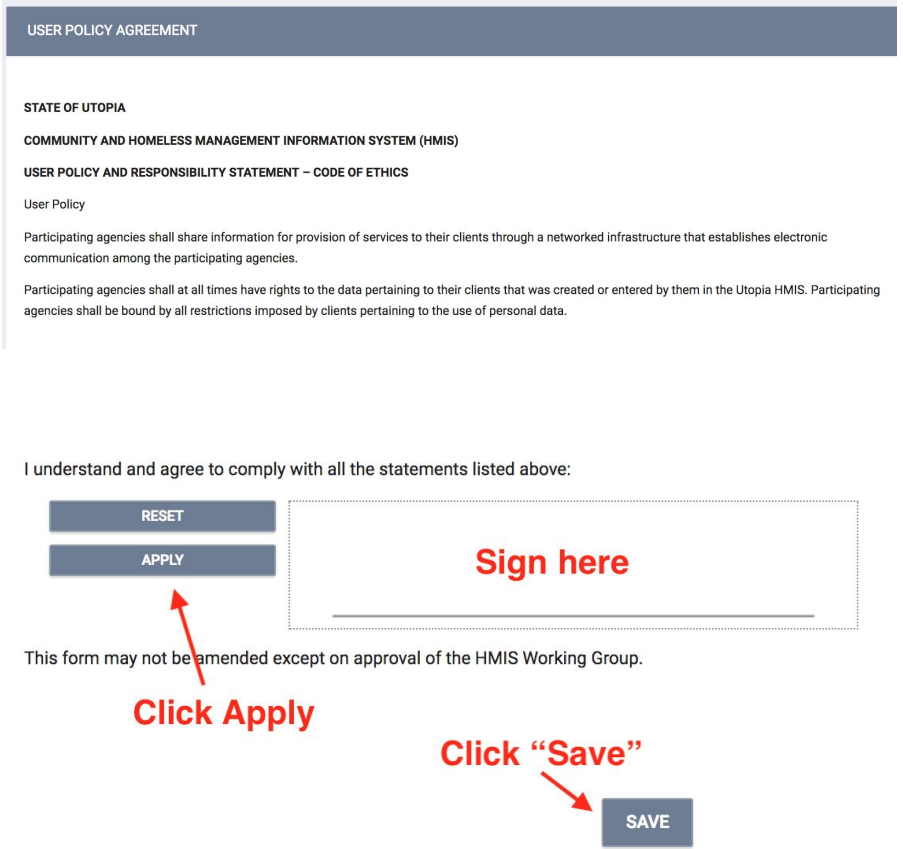
Recertification will take place for all HMIS users in **March**:

- Users will be asked to watch the Client Consent training
- On a specific date, HMIS users will be required to fill out a recertification form the next time they log in to HMIS, to verify that the watched the consent training
- An email will be sent to all users with instructions

# Recertification Form: Preview

When users are required to recertify, they will:

1. Log in to HMIS
2. An electronic user agreement will appear - read the form
3. Sign the agreement and click “Apply”
4. Click “Save”



# HMIS User Survey

# HMIS User Satisfaction Survey

We want to hear your feedback!

Today, a survey link will be sent out to all HMIS users. The survey asks about data quality, ease of use of Clarity, and Help Desk/System Administration support. It is a short 10 question survey that should take 5 minutes or less to complete.

The survey will be open until **Friday, February 16**.

# Ways to Access the Survey

- Link on the email
- SCC HMIS site: http://scc.hmis.cc/uncategorized/feb-2018-agency-admin-meeting/
- Direct link: https://www.surveymonkey.com/r/6T3R3YX

Thanks in advance for participating!

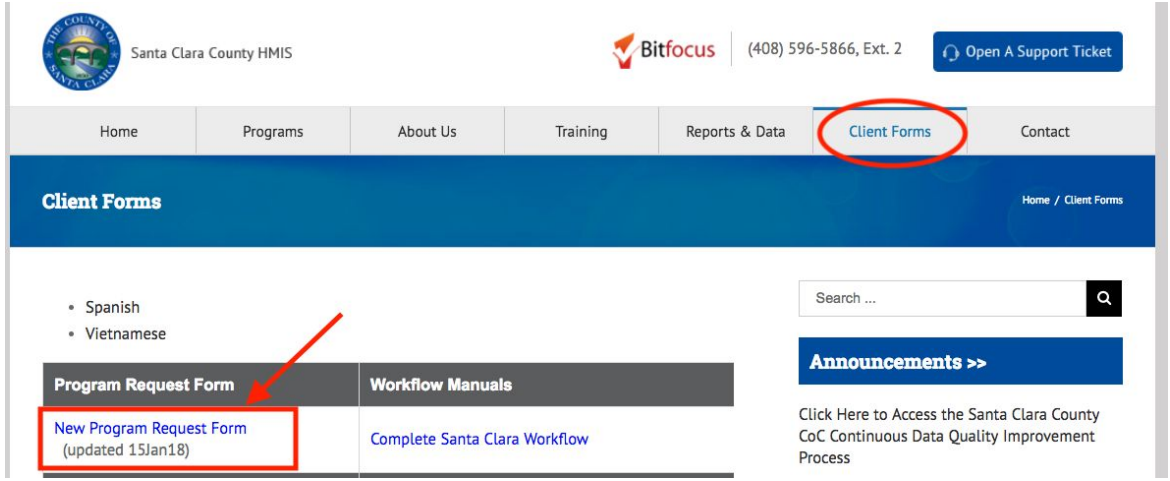
# New Program Request Form

# New Program Request Form

An updated version of the Program Request Form is now up on the SCC HMIS site: [http://scc.hmis.cc/client-forms/](http://scc.hmis.cc/client-forms/)

The form now includes new required questions from the 2017 HMIS Data Standards

Please use this form when you need a new program created in HMIS for your agency



# New Program Process

1. Agencies complete the New Program Request form
2. Bitfocus reviews the program information and may ask clarifying questions
3. Bitfocus asks OSH Program Manager to review and approve the new program request. Bitfocus will contact the agency if any clarification is needed.
4. Once OSH approves the program, Bitfocus sets up the program in HMIS

# Current and Upcoming Projects

# Current and Upcoming Projects

- Completed:
  - Rollout of Two Factor Authentication
- In Process:
  - Housing Inventory Count  (HIC) and Point In Time Count (PIT)
  - New Client Privacy Training and Recertification
- Upcoming this year:
  - System Performance Measures (SPM)
  - Annual Homeless Assessment Report (AHAR) / Longitudinal System Analysis (LSA)
  - Coordinated Assessment new features in Clarity
  - Data Quality Looker Model
  - Schedule for regular workflow trainings (CCP, RRH)
  - Report Library review for all HMIS users
- Ongoing
  - Clarity General Training and Help Desk support

# AHAR 2017 Results

# AHAR Results

The Annual Homeless Assessment Report (AHAR) is a HUD report to the U.S. Congress that provides nationwide estimates of homelessness, including information about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless persons. The report is based primarily on Homeless Management Information Systems (HMIS) data.

The 2017 AHAR was submitted in early December and covered the federal fiscal year of 10/1/2016 - 9/30/2017

# AHAR Categories

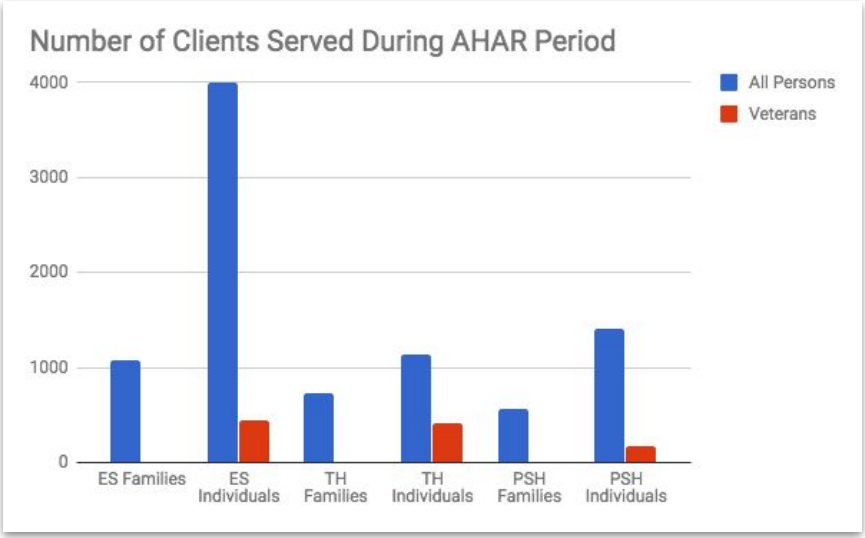
Data collected for the following categories, plus summary reports for all Persons and Veterans

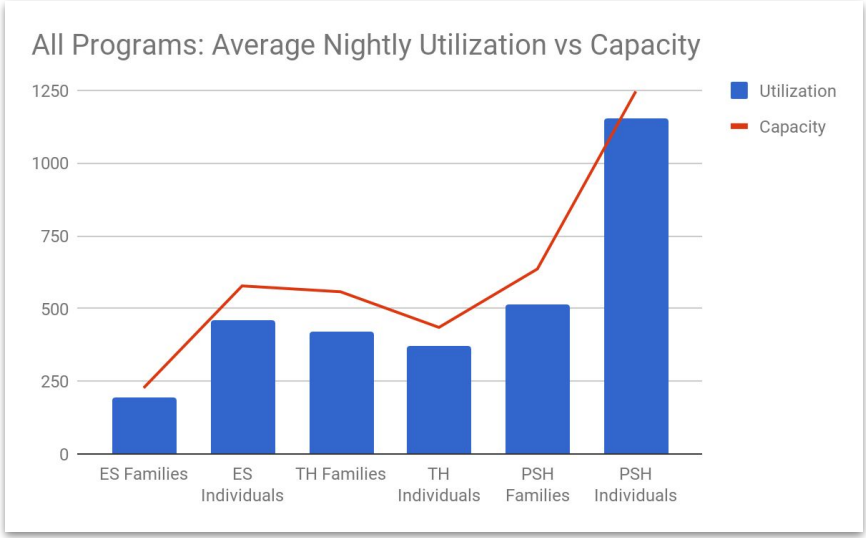
| Households and Populations | Program Type | | |
|---|---|---|---|
| | Emergency Shelter | Transitional Housing | Permanent Supportive Housing |
| All Individuals | | | |
| All Families | | | |
| Veteran Individuals | | | |
| Veterans in Families | | | |

# AHAR Highlights: General

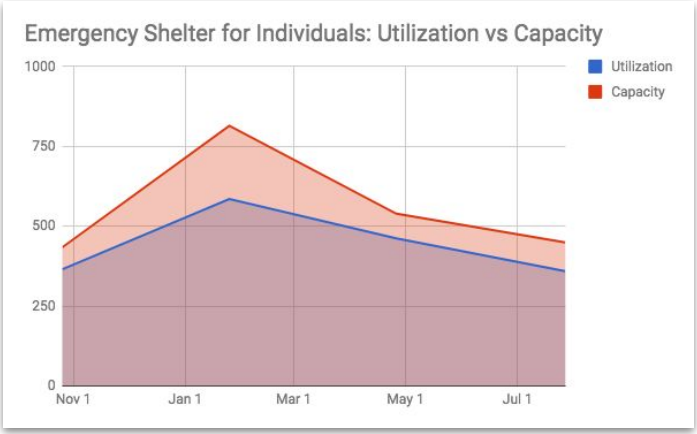
- Report was submitted by the deadline
- All categories were accepted by HUD for use in the nationwide AHAR report
- Data from 15 agencies (over 100 programs) included in the report

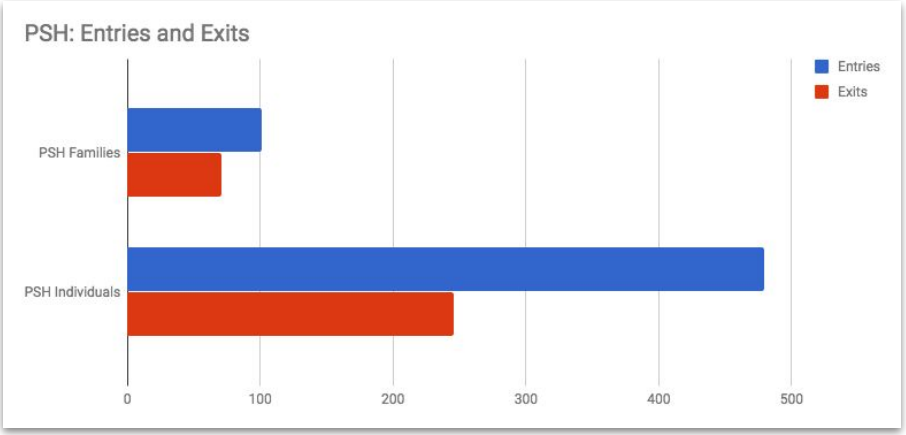
# AHAR Highlights: Clients Served and Utilization

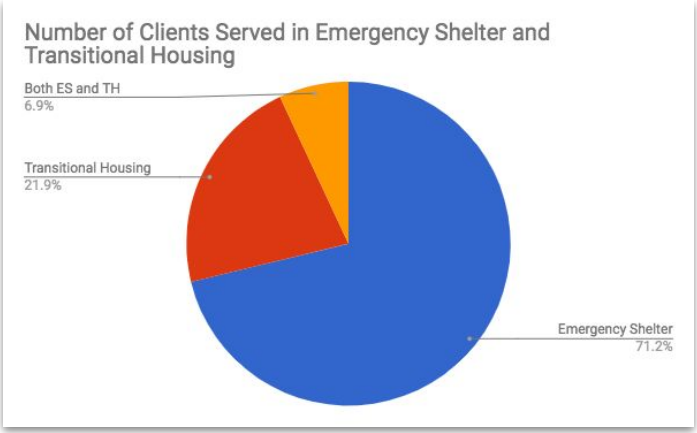


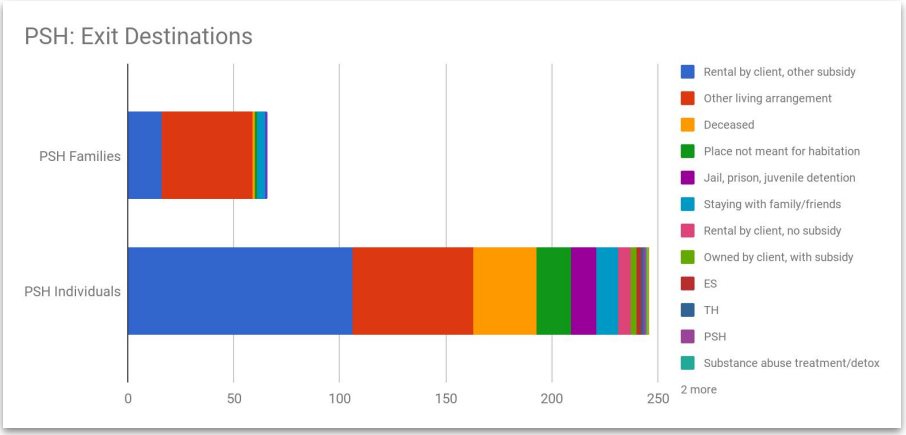




Notes: Capacity for PSH voucher programs is calculated based on a voucher proration calculation.




## AHAR Highlights: Project-Specific Information

Notes: Emergency Shelter for Individuals: Utilization and Capacity chart is based on 4 point-in-time dates during the AHAR period.

# Housing Inventory Count (HIC) and Point In Time (PIT) Count

# Housing Inventory Count (HIC)

The Housing Inventory Count (HIC) is conducted annually in late Jan. **This year, it will be Wed, Jan 24.**

Report is on shelter and housing programs (ES, TH, RRH, PSH), including non-participating HMIS programs (e.g. DV programs) and includes:

- Bed/unit capacity
- Federal funding source
- HMIS participation
- Location (geocode and address)
- Other project details
- Utilization rate based on clients in shelter/housing during one night in January (point-in-time count)

# HIC: Client Data Requirements

- All Shelter and Housing projects will need to report the actual number of clients served on one night in January. Information will be used to calculate Utilization Rates for each project.
  - PSH, RRH, and OPH (Other Permanent Housing) Projects will be based on clients housed
  - RRH bed/unit inventory will be based on housed clients
- How you can prepare
  - Run the [GNRL-106] Program Roster and review the list of active clients
    - Exit clients who are no longer in the project
    - Enroll clients who are not yet in HMIS
  - RRH and PSH projects - Fill out the Housing Move-In Date for your housed clients
    - Housing Move-In Date should always be on or after the Project Start Date (if the client was housed at entry, use the Project Start Date)

# Last Month's HIC Preparation

Please review and confirm the information about housing and shelter programs that we previously reported to HUD in THIS SPREADSHEET. Although the spreadsheet may look intimidating at first glance, we are only asking you to look at a few elements:

1. If McKinney-Vento funded, specific funding source
2. If other federal funding, specific source (e.g. RHY, VA)
3. Bed/Unit Counts broken out by Household Type (For all EXCEPT RRH)
4. Number of beds/units dedicated to Veterans, Chronic Homeless (CH), and Youth
5. Number of beds participating in HMIS
6. Seasonal/Overflow beds

# Point In Time (PIT) Count Information

The Point In Time (PIT) Count is conducted annually in late January, on the same day as the HIC

The report includes sheltered clients (ES, TH, Safe Haven), including clients in non-participating HMIS programs (e.g. DV programs):

- Number of households and clients served the night of the PIT
- Number of children, adults aged 18-24, adults over 24
- Race, Ethnicity, Gender, Chronic Homelessness
- Substance Abuse, Mental Illness, DV, HIV/AIDS

Information is broken out by both household type as well as specific demographics (Veterans, Parenting Youth, Unaccompanied Youth)

# Last month's PIT Count Preparation

For clients in your **Emergency Shelter, Transitional Housing, or Safe Haven program**s on the night of the PIT:

Make sure the household and client counts are accurate (i.e. if you run a Program Roster report for that day, it matches how many households/clients were actually there the night of the PIT)

For all clients served on **Wed, Jan 24,** review:

- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status (for adults)
- Mental Health Problem
- Substance Abuse Problem
- Domestic Violence Victim/Survivor
- Living Situation section (for Chronic Homelessness)

# This Month's HIC/PIT Action Items:

- **Inventory information:** Please do a final review and confirm the information about housing and shelter programs that we previously reported to HUD in THIS SPREADSHEET.
  - Let us know if any new housing or shelter programs have come online during calendar year 2017
  - Similarly, let us know if any programs on our list have stopped operating during calendar 2017
- **Client data:** Make sure the household and client counts are accurate for the night of **Wed, Jan 24**
  - The number of households/clients in your programs in HMIS match the number of households/clients that were actually there on that date
  - **For ES/TH:** Review demographic information
  - **For RRH/PSH:** Fill out the Housing Move-In Date for your housed clients

# Bitfocus will contact agencies about:

- After Feb 10, Bitfocus will run data for the number of clients served the night of Wed, Jan 24 and ask agencies to review
- Verifying address information for all projects:
  - For site-based projects: full address is needed
  - For scattered-site projects: zip code where most units are located
- If there are any specific questions for your agency

# Continuous Data Quality Improvement (CDQI)

# Last Month's CDQI:

- Start regular review of entries/exits
  - Please review your data monthly - make sure any entries and exits for the month are entered into HMIS by the 10th of following month (e.g. entries/exits for January are up-to-date in HMIS by Feb 10)
  - **Important note: this does NOT replace the CDQI improvement guidelines:**
    - Transitional and Permanent Housing Programs: Enter all program entry/exit data within three (3) workdays.
    - Emergency Shelters and non-HUD: Enter check in/checkout within one (1) workday
    - Outreach: Create client profile, if necessary, within three (3) workdays. Record outreach services within one (1) workday
- Prepare for the Point In Time (PIT) Count

# This Month

- Continue regular review of entries/exits
  - Helpful report: [GNRL-106] Program Roster Report
- For agencies with ES, TH, RRH, PSH - continue review of HIC and PIT information
- For agencies not participating in HIC and PIT - check Data Accuracy
  - Helpful report: [GNRL-220] Program Details Report

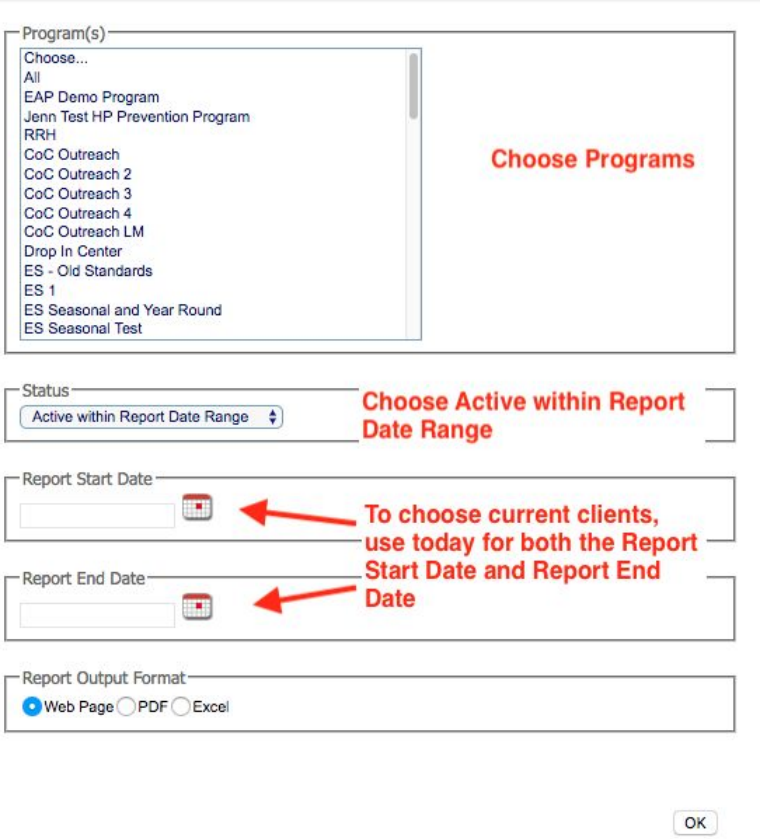
# [GNRL-106] Program Roster Report

Where to find it:

- Reports Library, Programs folder

Important Notes:

- Gives basic information about clients and households participating in the program



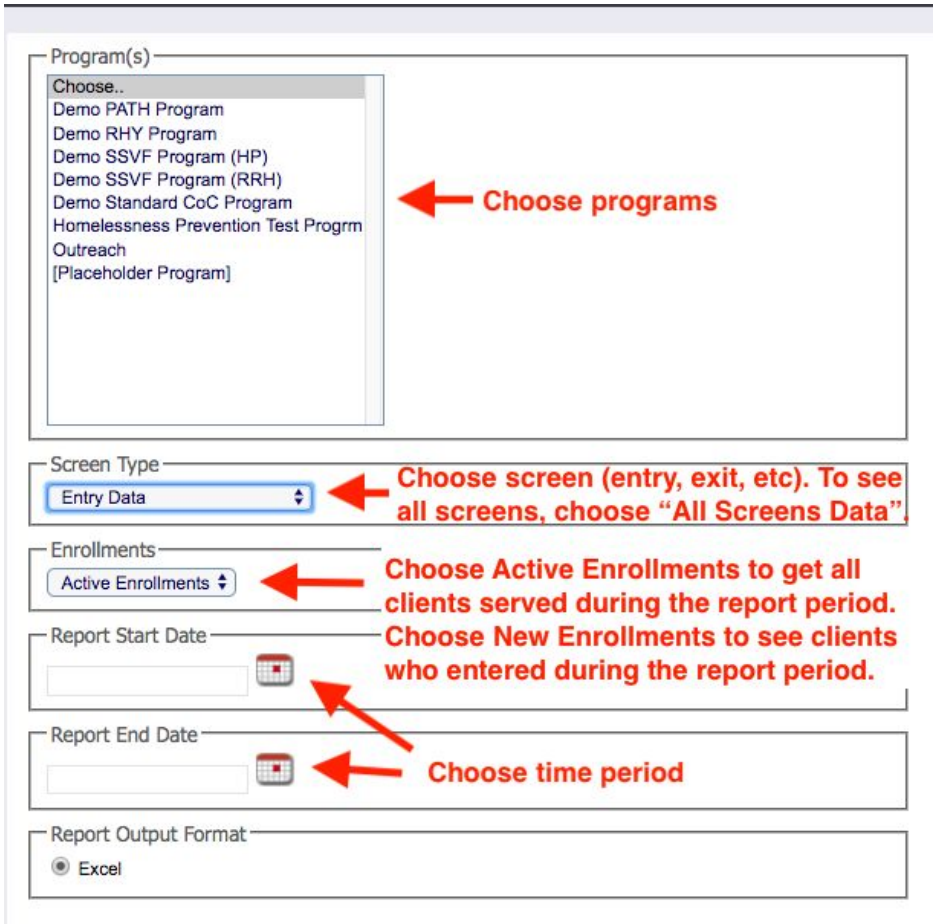
# [GNRL-220] Program Details Report

Where to find it:

- Reports Library, Programs folder

Important Notes:

- Gives all information entered at entry, status assessment, annual assessment, and exit



# Recommendations for Future Meeting Topics

# Q&A