HMIS Agency Administrators Meeting

June 7, 2018

Agenda

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

Next Agency Admin 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 / Coordinated Assessment / UPLIFT Updates

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

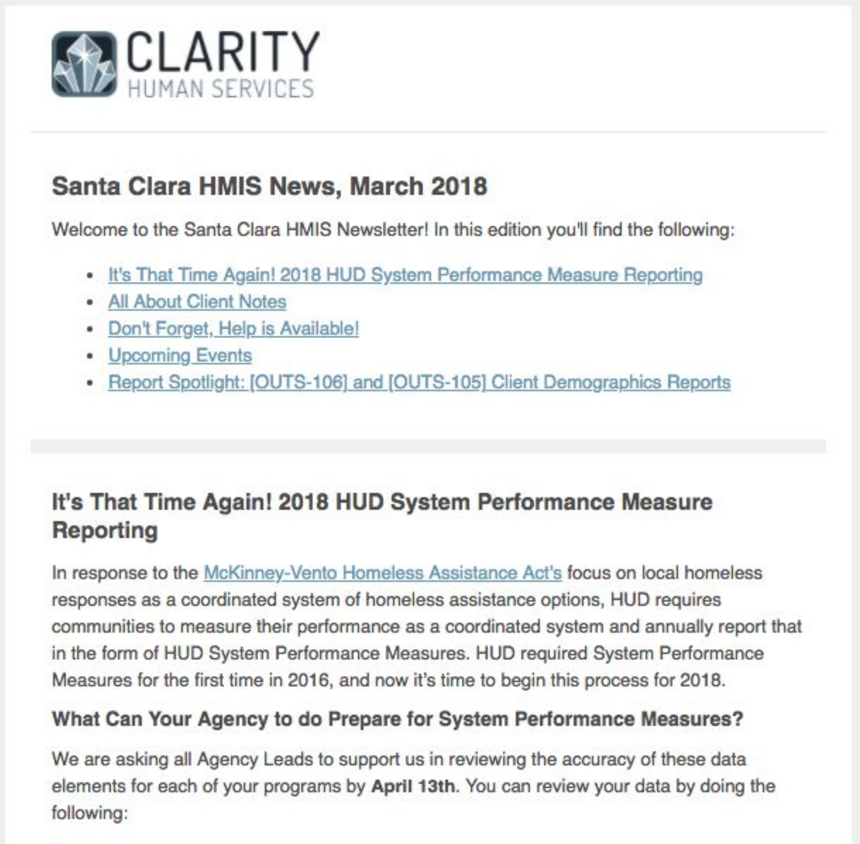
HMIS Newsletter

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


CLARITY
HUMAN SERVICES

Santa Clara HMIS News, March 2018

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

- It's That Time Again! 2018 HUD System Performance Measure Reporting
- All About Client Notes
- Don't Forget, Help is Available!
- Upcoming Events
- Report Spotlight: [OUTS-106] and [OUTS-105] Client Demographics Reports

It's That Time Again! 2018 HUD System Performance Measure Reporting

In response to the McKinney-Vento Homeless Assistance Act's focus on local homeless responses as a coordinated system of homeless assistance options, HUD requires communities to measure their performance as a coordinated system and annually report that in the form of HUD System Performance Measures. HUD required System Performance Measures for the first time in 2016, and now it's time to begin this process for 2018.

What Can Your Agency to do Prepare for System Performance Measures?

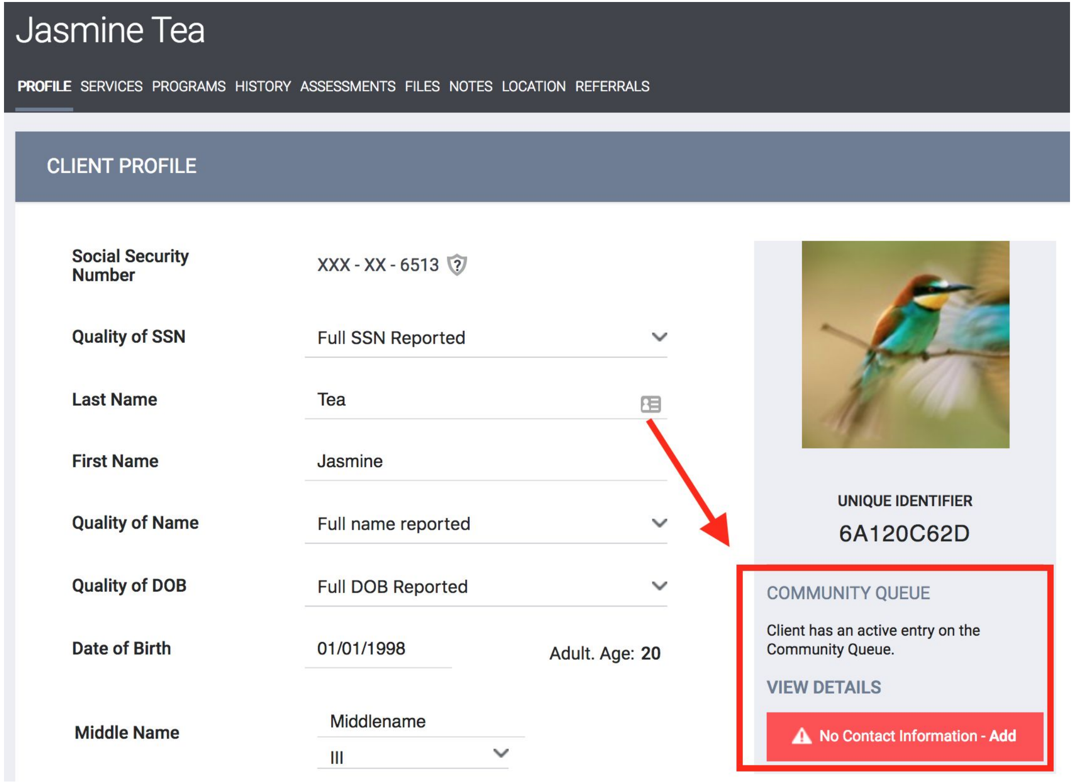
We are asking all Agency Leads to support us in reviewing the accuracy of these data elements for each of your programs by **April 13th**. You can review your data by doing the following:

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 - Feedback Needed!

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.

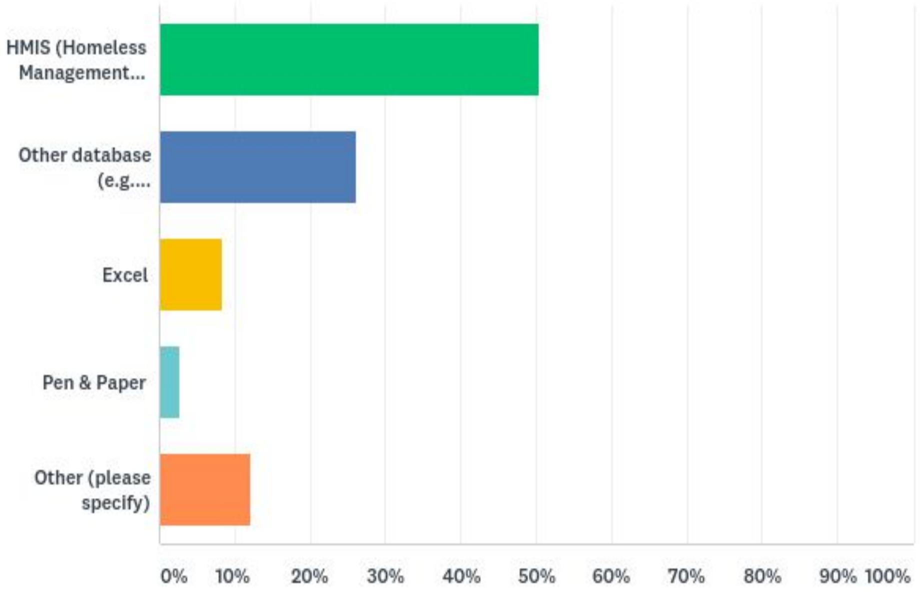
Survey

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

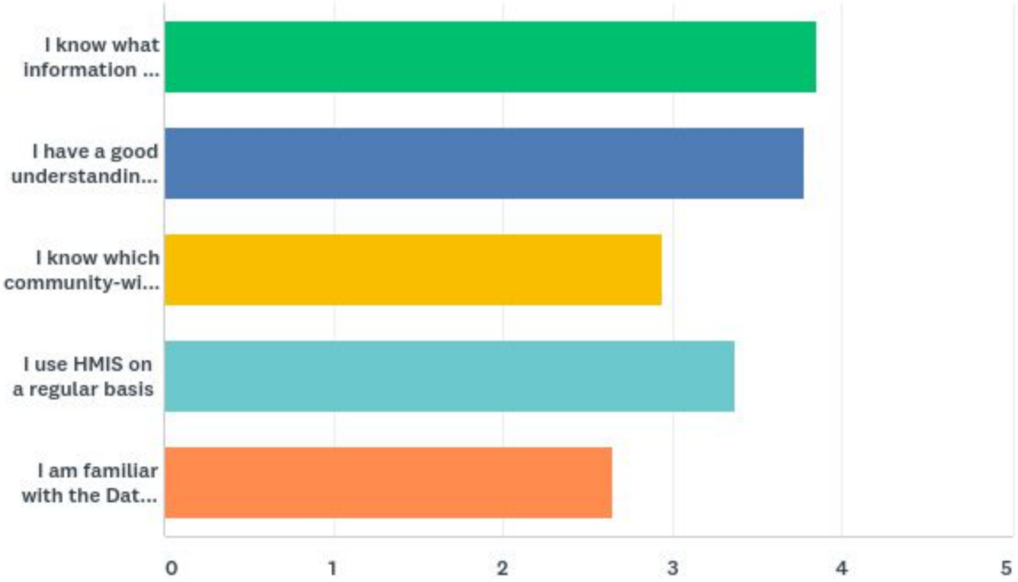
Q1 How does your agency track client data (choose the primary source)?



Other Responses

- Excel currently in process of moving to other database
- CalWin, SSI Advocacy Application
- Unicare
- ETO- an HMIS equivalent database for VSP's
- Out Reach
- For our own purposes, we track data using Excel.
- Health Link
- Access & HMIS
- Epic HL
- CalJobs (State Workforce Database)

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



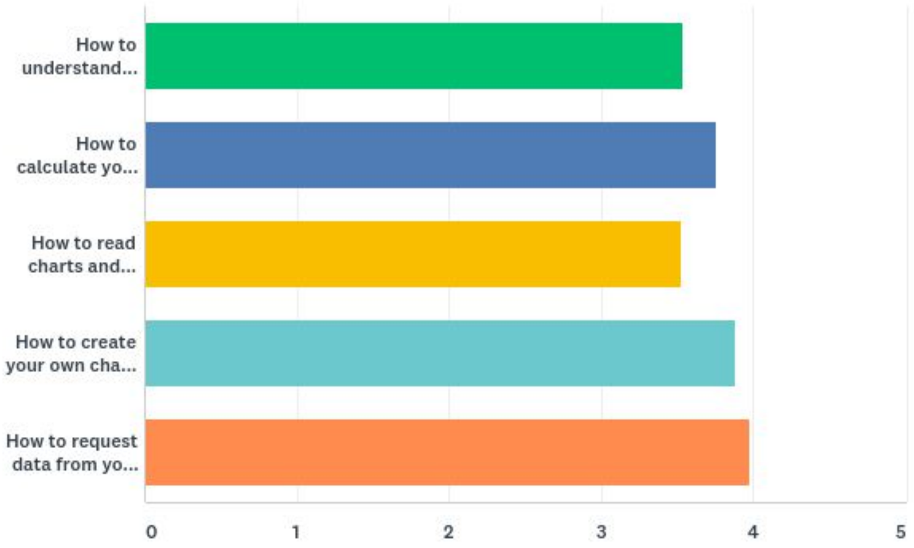
Around 70% of users seem to know what information is collected and why.

Not so well known are:

I know which community-wide reports use HMIS data

I am familiar with the Data Analysis tab/Looker for custom reporting

Q3 In general, how much interest would you have in learning about the following



All topics were fairly popular with only a few people not at all interested.

The most popular is:

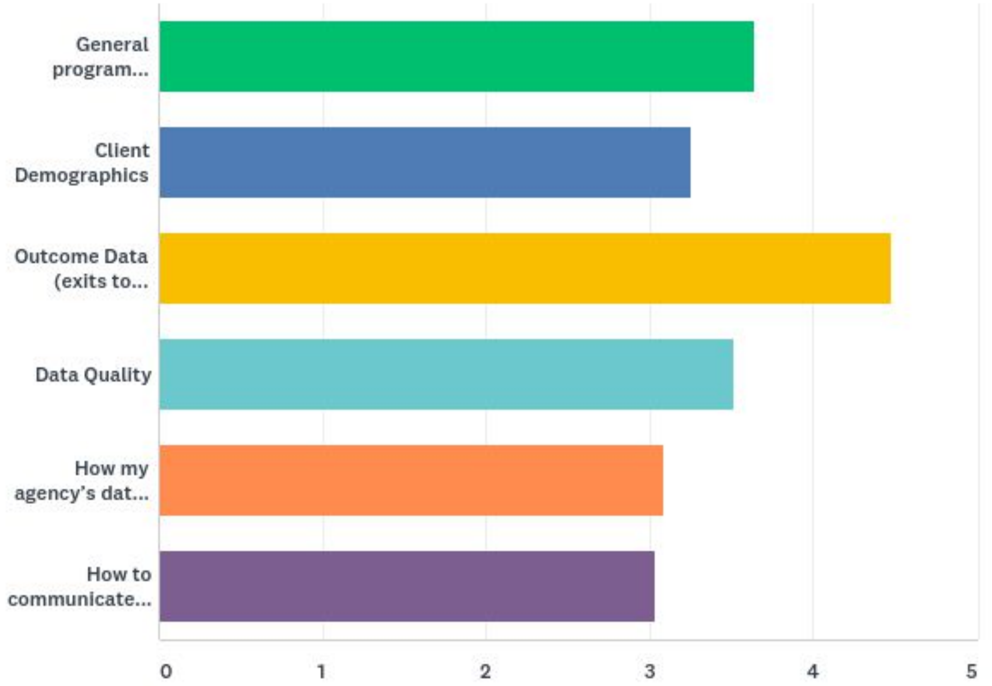
How to request data from your Data Analyst or HMIS administrator

The least popular topics are:

How to understand statistics (averages, percentages, totals)

How to read charts and graphs

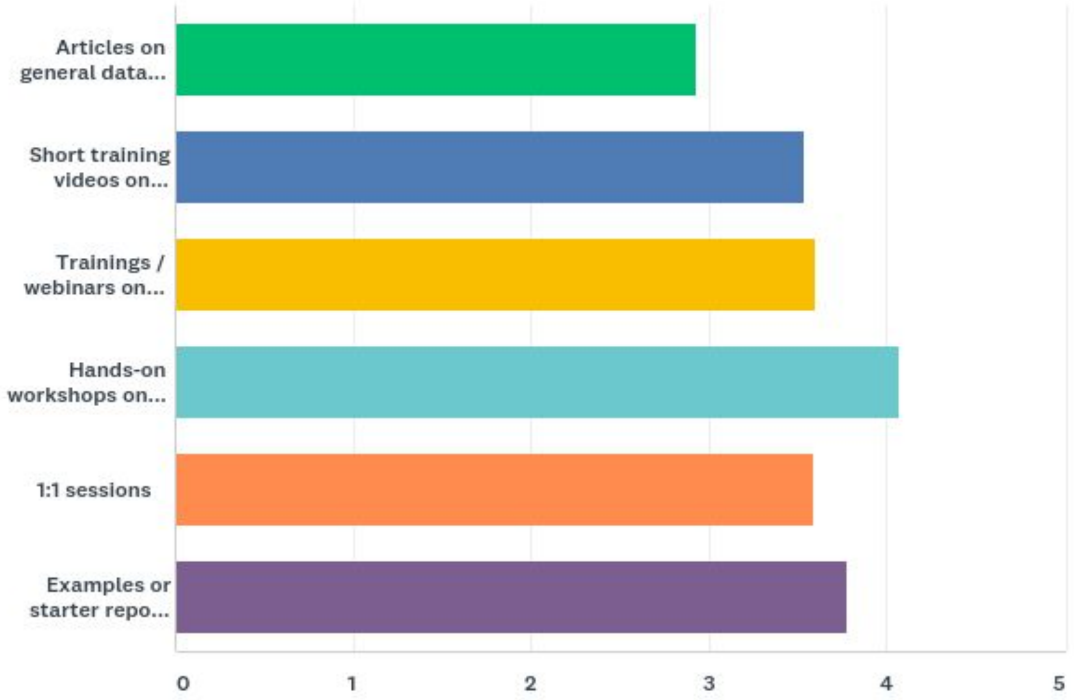
Q4 How interested are you in knowing the following about your agency's programs, services, and the clients you serve? Please rank in order of priority (no 1 is highest priority)



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 useful (if any)?



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.

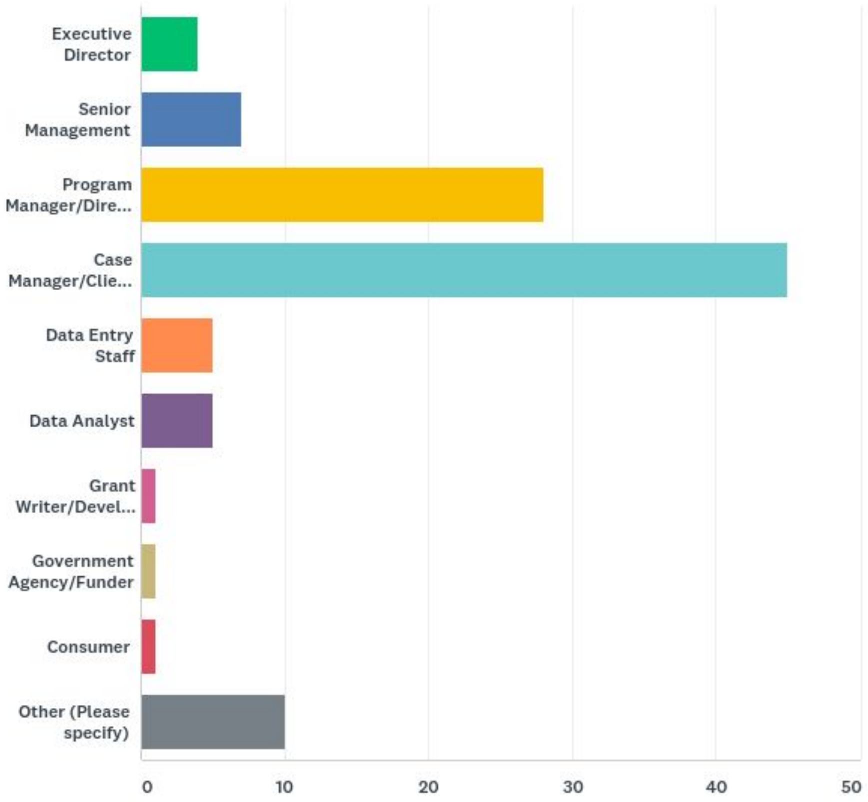
I would love the ability to have access to all raw data so that I can have more freedom to further analyze data.

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? What topics would you be interested in learning about?

- 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
- How to bridge the multiple systems our clinics and others use to input data in all systems.
- I would like to learn about other assessment tools for clients and evaluations that other CoCs and Canada are doing, including caseload standards for the various subgroups like families, youth, adults and how compare to ours.
- What data can I provide that will get Santa Clara County to stop using/drastically improve the existing VI-SPDAT?
- How to best capture data in a trauma-informed way
- An overview of different case management-focused databases and their capabilities?
- A broad overview of how SCC's HMIS works, including queues and referrals.
- I think that it would be helpful to focus on the reports that are required by the funders. ie mandatory reporting.

Q7 What is your primary role at your agency?



Other responses:

Program Coordinator
QI/Nurse Coordinator
Clerk
Agency Admin
Program Evaluation
Administrative Coordinator
Help Agent
Housing Specialist
Business operations including data analysis and grant reporting

Any Additional Feedback?

- Are the survey results what you expected?
- What suggested topics seemed particularly important? Are there any additional topics you'd be interested in including for Case Managers / Agency Admins / etc?
- Is there anything else you think would be useful?

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

Program Roster Report

Sample report - test client data

Bitfocus System
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, Tatyana	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

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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

Program Roster Report

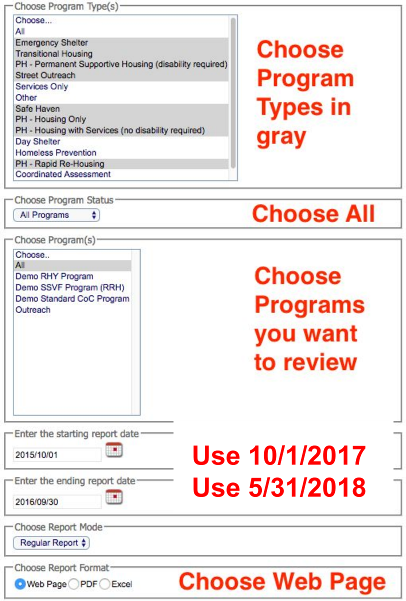
Jenn Test Agency
Active within [05/01/2017 - 05/02/2018]

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	53020163C	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	-	-	02/01/2016	-	822		0	0	J. Ong

Destination and Income

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



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

Income at Entry/Exit: What to look for

Possible Issues:

1.“Income from Any Source” is:

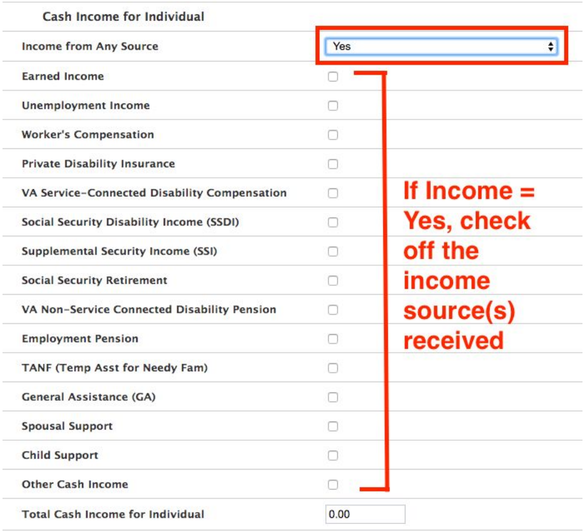
- Client doesn’t know
- Client refused
- Data not collected
- Missing

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	Yes
Earned Income	
Unemployment Income	
Worker's Compensation	
Private Disability Insurance	
VA Service-Connected Disability Compensation	
Social Security Disability Income (SSDI)	
Supplemental Security Income (SSI)	
Social Security Retirement	
VA Non-Service Connected Disability Pension	
Employment Pension	
TANF (Temp Asst for Needy Fam)	
General Assistance (GA)	
Spousal Support	
Child Support	
Other Cash Income	
Total Cash Income for Individual	0.00

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

Q&A