

HMIS Agency Administrators Meeting

May 4, 2017

Agenda

1. CoC / Coordinated Assessment / UPLIFT Updates
2. Translated Documents to be released this month
3. Disabling Inactive Users
4. HIC / PIT Update - Thank You!
5. Final PIT numbers to be released in late June
6. CDQI: System Performance Measures
7. CDQI: Timeliness of Data Entry

CoC /
Coordinated Assessment /
UPLIFT Updates

Translated Documents to be released this month

Documents have been translated and are being reviewed by OSH

Languages: Vietnamese, Filipino, Mandarin, Spanish

OSH is looking for someone who can help review the Mandarin forms

Forms being translated:

- ROI
- HMIS Intake
- Client Privacy Statement
- VI-SPDAT
- PR-VI-SDAT

Disabling Inactive Users

Starting in May, HMIS will automatically monitor inactive user accounts.

If a user has not logged into HMIS in the past 90 days, they will receive an email asking them to log in to avoid deactivation.

Please continue to inform our Helpdesk if you know that a user account needs to be deactivated!

County HMIS Warning

Example Email

County HMIS to me ↕



Dear Jenn Ong,

Your County HMIS account is scheduled to expire on 03/11/2017.

You last accessed your account on 01/10/2017. Please log in before 03/11/2017 to avoid de-activation.

County HMIS Team



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HIC / PIT Updates & Final PIT numbers timeline

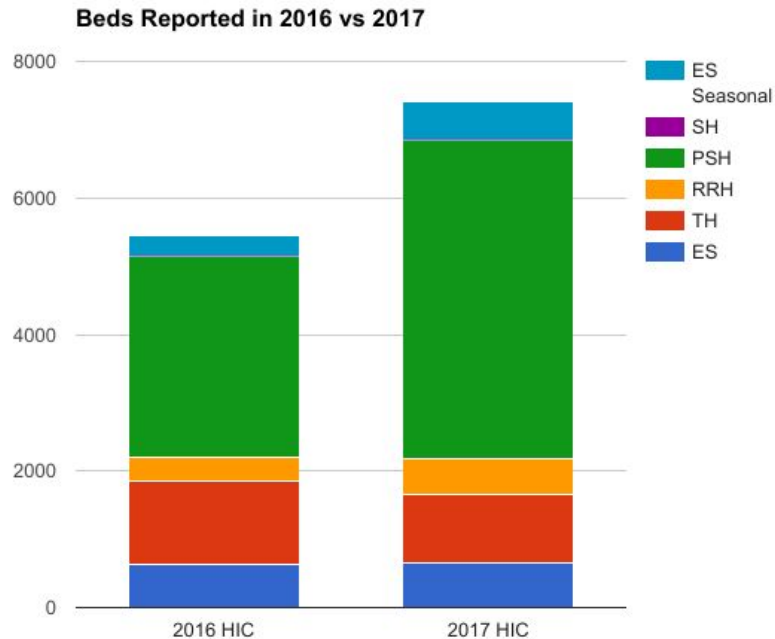


HIC / PIT Updates

Both the Housing Inventory Count (HIC) and Point In Time Count (PIT) were submitted to HUD on May 1st.

The full PIT report will be released in late June.

Housing Inventory Count



7,030

Beds

23

Agencies

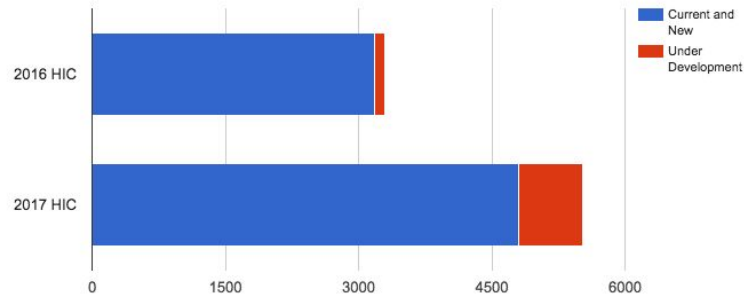
181

Projects



On the night of the count, Inclement weather and new Seasonal programming led to an increase of 277 seasonal beds compared to last year

Current PH Beds vs Under Development Beds



CDQI: System Performance Measures (SPM)

SPM General Information

The SPM report is due 5/31 to HUD and covers 10/1/2015 - 9/30/2016

Information is used by HUD to help determine funding

Last year's SPM was used as a baseline. This year they will be looking for improvement over last year's results.

Part 1: System Performance 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

Part 2: Data Quality Report

HUD is asking us to report on Data Quality using the new [HUDX-225] HMIS Data Quality Report. We need to report on:

- Unduplicated Persons Served (HMIS)
- Total Leavers (HMIS)
- Destinations of Don't Know, Refused, or Missing (HMIS)

[illegible]

Data Quality Report Details

We need to report on Data Quality for the past 4 federal fiscal years (FY12-13, 13-14, 14-15, 15-16), broken down by program type:

- Emergency Shelter/Safe Haven
- Transitional Housing
- Permanent Housing
- Rapid Rehousing
- Street Outreach

How You Can Help

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

Choose Program Type(s)

Choose...

All

Emergency Shelter

Transitional Housing

PH - Permanent Supportive Housing (disability required)

Street Outreach

Services Only

Other

Safe Haven

PH - Housing Only

PH - Housing with Services (no disability required)

Day Shelter

Homeless Prevention

PH - Rapid Re-Housing

Coordinated Assessment

Choose Program Types in gray

Choose Program Status

All Programs

Choose All

Choose Program(s)

Choose...

All

Demo RHY Program

Demo SSVF Program (RRH)

Demo Standard CoC Program

Outreach

Choose Programs you want to review

Enter the starting report date

2015/10/01

Use 10/1/2015

Enter the ending report date

2016/09/30

Use 9/30/2016

Choose Report Mode

Regular Report

Choose Report Format

☒ Web Page ☐ PDF ☐ Excel

Choose Web Page

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

Why it is important:

- Improved Data Quality for SPM report
- May identify more clients exiting to permanent housing, which affects Measures related to housing placement and returns to homelessness for this year and future years

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

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

End Program for client Bunya Cotta

Program Exit Date	12/14/2015 
Housing Status at Exit	Category 1 - Homeless 
Destination	Data not collected 

Income

Why it is important:

- Affects Measure 4 related to employment and income

Note: while SPM specifically looks at income for CoC-funded programs, income information for all programs is reviewed by the CoC on a regular basis

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

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

If Income = Yes, check off the income source(s) received

Income at Annual Assessment

Possible Issues:

Same issues as Income at Entry or Income at Exit

OR

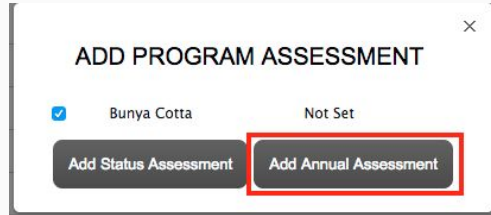
Annual Assessment is not entered correctly

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

Income at Annual Assessment: One way to fix

1. Create an Annual Assessment

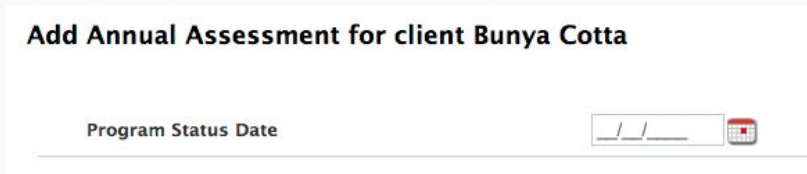


ADD PROGRAM ASSESSMENT

☒ Bunya Cotta Not Set

Add Status Assessment Add Annual Assessment

2. Set the Program Status Date to be within 30 days of the anniversary of program entry

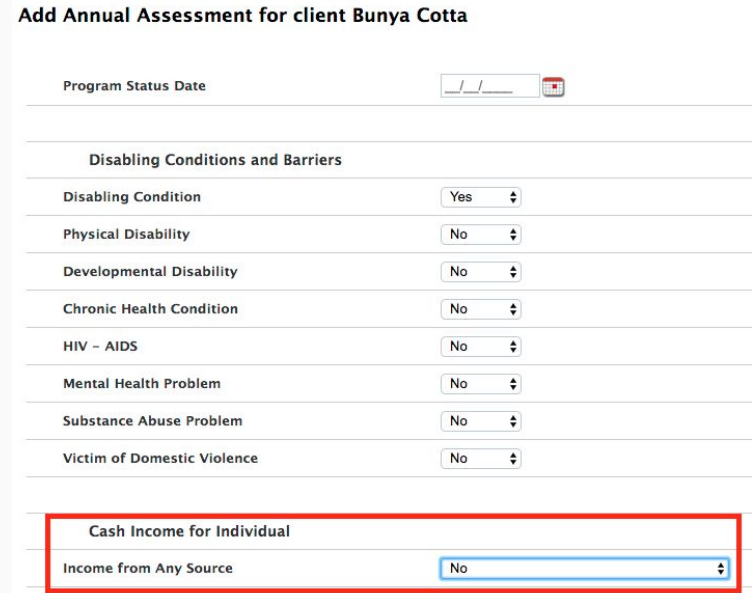


Add Annual Assessment for client Bunya Cotta

Program Status Date

Example: if Program Start Date = 6/1/2016, use 5/2/16 - 7/1/16

3. Complete Annual Assessment (including income section) to be accurate as of the Program Status Date



Add Annual Assessment for client Bunya Cotta

Program Status Date

Disabling Conditions and Barriers

Disabling Condition	Yes
Physical Disability	No
Developmental Disability	No
Chronic Health Condition	No
HIV - AIDS	No
Mental Health Problem	No
Substance Abuse Problem	No
Victim of Domestic Violence	No

Cash Income for Individual

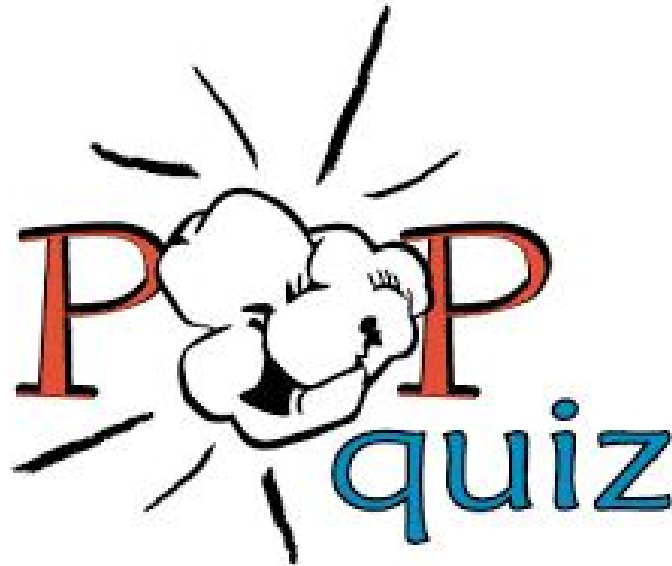
Income from Any Source No

SPM Recap

Run [HUD-225] HMIS Data Quality Report for 10/1/2015 - 9/30/2016 and review Q4 (Destination and Income) by Thursday, May 18.

Bitfocus may reach out with additional questions / requests specific to your agency

CDQI: Timeliness of Data Entry



Timeliness Standards (Recommended)

- **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.

Why does it matter?

- Monthly reporting to the Board of Supervisors via HLUET (Housing, Land Use, Environment, & Transportation) Committee
 - Data is evaluated and shared at high levels on a monthly basis
- Rigorous data monitoring efforts
 - Time invested in sorting out why data that we've previously looked at suddenly looks different

What can we do about it today?

- Reinforce with every user how data they enter is used
- Be sure all users are familiar with Continuous Data Quality Improvement (CDQI) principles
- Verify that program settings for each and every program set up under your agency are accurate

What can we do to help?

