OC HMIS Monthly User Meeting Minutes

OC HMIS User Meeting Webinar Minutes
03/04/20

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System Performance Report

- The 2018-2019 System Performance Measures report has been submitted to HUD
- Orange County’s SPM report has been published on our website
- Orange County’s SPM report includes a comparison of Orange County’s performance on each measure for the past five years, as well as comparisons to the state and country
- Thank you to all the agencies that reviewed their data and made corrections so we were able to submit the best data possible!

2020 HIC/Sheltered PIT

- Thank you to everybody who participated in the HIC and Sheltered PIT this year.
- All the HMIS Participating Agencies have submitted their HIC and PIT data.
- We are currently working with some agencies on finalizing the reviewing process.
- In-person revision sessions can be scheduled with your reviewer to assist you in completing the data corrections.
- We appreciate your hard work and the time you have put into this process!

Feedback on HMIS Cheat Sheet

- It has been one month since we published our HMIS Data Elements Cheat Sheets:
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- HMIS Data Element Cheat Sheet: Profile Creation and Enrollment
- HMIS Data Element Cheat Sheet: Exiting, Annual and Status Assessments

- We are looking for feedback so we can make improvements to these guides as well as keep suggestions in mind while creating additional guides (Data Elements and Reporting & CES Data Element Guides)
- Submit an HMIS Help Desk Ticket if you wish to contribute feedback:
  - Has anyone used the guide or shared them with their team?
  - Has it been helpful?
  - How can we make the guides better?
  - Are there any areas of improvement you would suggest?
  - Are there any issues you have encountered when using these guides?

Coordinated Entry Data Standards Training
***This is only for agencies that participate in Family CES as either an Access Point or a Housing Provider***

- CES Data Standards Training has been released as of February 14th, 2020
- The training covers 3 new data elements for Coordinated Entry System that are outlined in the 2020 HUD Data Standard Manual
- Users have begun to lose CES access as of March 2nd, 2020 if they had CES access and had not completed the CES training
- Users that had CES access as of February 14th need to complete the 2020 CES Data Standards Training
- Users that did not have CES access before February 14th will need to complete the HMIS Coordinated Entry Training
- Once a user completes their training, their Agency Administrator must submit an HMIS Help Desk Ticket so their CES access can be restored

Housing Move In Date Reminders

- Make sure to check out our knowledge base article on Housing Move In Date!
- Housing Move-In Date (HMID) is an important data element used to analyze data in the Point In Time and housing inventory counts as well as project performance reports for PSH-OPH and RRH. Housing Move In Date differentiates clients enrolled in PSH-OPH and Rapid Re-Housing projects who have been placed in permanent housing units from clients in those project types who are still experiencing homelessness.
- For all project types, housing move in date should be entered on the Head of Household’s Project Enrollment screen when the client or household moves into a permanent housing unit.
- In most cases, HMID will not match Project Start Date. Project Start Date for PSH, OPH, and RRH projects records the date the client was determined eligible for housing placement. Housing Move In Date is the date the client physically moved into their permanent housing unit. For more information on when Project Start Date should be determined, please see our Project Start Date knowledge base article which specifies how each project type should determine project start.
The HMIS data elements manual provides guidance on some Other Special Circumstances regarding housing move in date:

- For RRH projects, Housing Move In Date must be recorded whether the RRH project is funding the unit the client moves into or not. This means that if a client moves into a unit the project has not paid for or provided rental assistance for, housing move in date must still be entered into HMIS. This differentiates clients who are in permanent housing from those who are not.
- Clients enrolled in PSH or OPH who are receiving pre-housing placement services but are ultimately housed by another project or subsidy source should be exited from the PH project to the appropriate Destination based on the client’s living situation at project exit. If the client exits the permanent housing project for a different housing opportunity without physically moving into a housing unit associated with the project, do not enter a Housing Move-in Date, simply exit the client and record the exit destination.
- In the event that the client vacates a housing situation and the project stops paying rental assistance, staff should exit the client from the project with an accurate Project Exit Date and Destination that reflects the client’s new living situation and create a new Project Start Date in a second enrollment for the client on the same or following day. The project would continue working with the client until a new unit is found, at which point a new housing move-in date would be recorded on the second project record. This will ensure that the client’s history of housing is preserved.
- If the client moves directly from one unit into another unit, with no days of homelessness in between, it would not be necessary to exit and re-enter the client, because their housing move-in date would still accurately reflect the day they entered permanent housing according to that enrollment record.
- In the event a client is transferred into a PSH or RRH project having already moved into a permanent housing unit, the client’s Project Start Date and Housing Move-in Date will be the same date. It is not necessary or appropriate to have the Housing Move-in Date reflect the original move-in, since the purpose of the data element is to distinguish between housed and homeless statuses during a single enrollment.

New Field for Clients Exiting PSH-OPH without a Housing Move-In Date

- At the January 2020 Data and Performance Management Committee meeting it was decided that it would be beneficial to start keeping track of reasons that households may exit from PSH, OPH, and RRH clients without Housing Move In Dates.
- The new field asks “Why wasn’t this client placed in a permanent housing unit?” and the available response options are:
  - Unable to meet landlord requirements
  - Transferred to another project
  - Certificate expired (PSH/OPH)
  - Funds not available (RRH)
  - Lost contact with household
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- Needs could not be met by project
- Housed outside of project (PSH/OPH Only)
- Data Not Collected

- Ideally, the Data Not Collected option would only be used in the case of an enrollment being reopened after the client has exited in which case the HMIS user wouldn’t be able to collect the information required to answer the question.
- The HMIS Exit Forms have been updated to include this new field.

Data & Performance Management Meeting Agenda

- This is an overview of the topics that we will be discussing in the upcoming data meeting.
- The Homeless Prevention Project Performance Report will be published by next week so we will be going over that and also discussing the details of the report.
- We will also be discussing further plans on moving forward with the Data Accuracy Dashboard.
- Quick reminder that this month’s data meeting will be held on Thursday, March 12th from 1:30-3PM in the upstairs CASA Training Room. We hope to see you all there!

Questions:

- Would certificate expired be the same as funds not available? That would be a good question for the RRH providers. I think the certificate expired was meant for the PSH voucher project. idk if the rrh providers feel like a separate option is necessary or certificate expired means the same thing to them as funds not available. These answer options were originally discussed during the data meeting so its possible that more items need to be added so it would be a good question for everybody here.
- Will this be on the HMIS Exit Forms? Or just in the Clarity Exit Screen? We can add it to the HMIS Exit Form.
- Are there any rapid rehousing providers that think Should we add funds not available be added to this list or does certificate expire kind of meet your need? “I think we can add it”, “Should probably add it”.
- For the supplemental non-permanent exit questions, would “needs not met by project” apply to participant non-compliance in program situations? It might be a good idea to have non compliance be a separate option so that there's more context because it could mean that the clients needs were not met because of something else but non compliance is more behavioral. So we can add that if it's something you would like to track and we can also revisit this once this is published and available. We have these answer options so we can always come back and discuss if these options make sense or if some need to be added or removed.

Future Meeting Information
Next month’s meeting date and time: Webinar on Wednesday April 1st, 2020, from 10:00 - 11:00 AM. No RSVP or registration is required. Click this link to join the meeting at that time.

All User Meeting webinar recordings and meeting minutes are available on our website!

Have an idea for a future agenda item? Submit a ticket via the HMIS Help Desk using the “HMIS – Users and Trainings” category with your ideas.