OC HMIS User Meeting Webinar Minutes
3/2/22

Contents

Agenda Items

HMIS Help Desk Tickets

- The HMIS team shared data regarding outstanding and closed tickets over the previous 11 months.
- In 4 out of 11 months the HMIS Help Desk resolved more tickets than were entered by the users. In 6 out of 11 months there were more tickets entered by the users than were resolved by the HMIS Help Desk.
- On average, there were 73 unresolved tickets at the end of a month. The month with the least amount of unresolved tickets was July with 53, and the month with the highest number of unresolved tickets was January with 122.
- We appreciate your patience as we work to resolve tickets as quickly as possible. If you are dissatisfied with the support you received on a ticket, please respond to the ticket asking for it to be escalated, or contact the HMIS Director.

2022 HIC and Sheltered PIT

- All agencies were sent the HIC Inventory report with their current inventory information recorded in HMIS. Please enter this data into the HIC Answer Form, and update or correct any data as needed to

reflect each project's inventory on the night of the HIC/PIT count (2/21/22). If you believe any projects are missing from the report, it is likely because the project doesn't have a current funding source set-up in HMIS. Please enter a ticket with the HMIS Help Desk and we can resend the report.

- Agencies participating in HMIS with Emergency Shelter, Transitional Housing, or SSVF EHA projects were also sent their PIT report. This report reflects active clients on the night of the HIC/PIT count (2/21/22) for Emergency Shelter and Transitional Housing projects, and active clients in SSVF projects on the night of the HIC/PIT that were not placed in permanent housing and were receiving Emergency Housing Assistance. Please add or exit enrollments from HMIS as needed to ensure the active clients in the projects are correct. Please also update HMIS to have valid responses for all fields in the report as much as possible.

- All HIC and PIT documents are due to your agency's Dropbox by EOD March 4th. Once the forms have been submitted, please enter a ticket with the HMIS Help Desk. The list of required forms is below.
  - Projects participating in HMIS
    - HIC Answer Form
    - PIT report for ES/TH projects (CSV format)
  - Projects not participating in HMIS
    - HIC Answer Form
    - PIT Answer Form for ES/TH projects
    - HIC Client Forms for PSH/OPH/RRH projects

- To assist with the completion of the HIC and Sheltered PIT, please review the resources below.
  - 2022 HIC and Sheltered PIT
  - Filling Out the HIC Answer Form and HIC Client Form
  - Filling Out the PIT Answer Form
  - Running the HIC: Average Family Size Report
  - Running a Saved Look
  - How to Access your Agency's Dropbox Folder
  - HIC/Sheltered PIT Training Slides
  - HIC/Sheltered PIT Training Recording

CES Housing Availability Screen

- The Individual and Family CES are unable to see housing opportunities if the Program Availability of a project is set to anything other then "**Limited Availability**"
  - It's recommended to leave all projects to **Limited Availability**

- Adding a Housing Opportunity
  - When you're going to add a housing opportunity, first ensure that your agency is selected from the dropdown list. You will see that your agency name is listed under your name.
  - From there you will then click the referral tab, if you don't see the referral tab option. Click the search and then the referral tab will appear.

- A new screen will appear and you will navigate to the Availability tab to view program availability. You will select Coordinated Entry System, where you will see a list of your agency's projects.
- To add a housing opportunity, you need to ensure the project is set to Limited Availability then click the drop down button next to the project you wish to add housing opportunities to. You will then have the option to add single or multiple openings.
  - We wanted to emphasize on this point that once you're done adding the housing opportunities, please make sure the project is still set to Limited Availability.

HOPWA & PATH PSDE Dashboards

Program Specific Data Elements (PSDE) Data Completeness Dashboards and Details Reports are now available for the specific federal funding sources HOPWA and PATH.

- These Dashboards and Details reports follow the same format as the existing Universal Data Elements (UDE) and PSDE Dashboards and Details reports, including both Entry and Exit data.
  - Each Dashboard contains charts which each represent a Data Element, broken down by project.
  - Color coding provides visual cues to easily identify data quality errors.
  - The Details Reports display additional granularity to the client level to identify client errors.
- Review these reports on a monthly basis to ensure data completeness for these elements. They may be found by clicking on the Launchpad, then navigating to Reports>Data Analysis>Orange County Clarity System Reports. Scroll down to the "Data Quality" section to view both the Dashboards and Details Reports.

Q4 Data Quality Report Cards

The Q4 Data Quality Report Cards have been published!

The HMIS Data Quality Report Cards go over the following:

- **Date Completeness**: Data Completeness refers to the degree to which all required data is known, valid and documented in HMIS. A data element is considered to have a valid response when it is in accordance with the HUD Data Standards, and it is different than Client Doesn't Know, Client Refused, and Data Not Collected. No Exit Interview Completed is also not considered a valid response for the Destination field.
- **Data Accuracy**: Data accuracy refers to the degree to which data entered in HMIS represents the real information on the clients that are served in the projects contributing data to the system.
- **Data Timeliness**: Data Timeliness refers to the degree to which the data is collected in HMIS and available when it is needed. The Data Timeliness tab of the DQ Dashboard shows the average number of days taken to enter Project Starts, Project Exits, and Service Provided into HMIS for each project.

View your HMIS DQ Report Cards [here](#)!

New HUD Resource: Disposition and Recordkeeping Requirements Using ESG-CV or ESG Funds

HUD has released a new resource regarding the [Disposition and Recordkeeping Requirements When Using ESG-CV or ESG Funds](#) to Purchase Furniture or Household Furnishings

A link with more information is available on the [211 HMIS website](#).

New Clarity Updates

We wanted to share some Clarity updates that Bitfocus recently released that we think will be helpful to you.
- New "Currently Enrolled" label
  - The system will now display a "Currently Enrolled" label for other household members who are actively enrolled in the same Program.
- New HUD Service Items Dependant Text Field Update
  - This update allows a user who is recording a service item transaction in a client record to enter a description of the service item via a required Other - Specify text field as shown below.
  - The Other - Specify text field will appear for the following service item configurations: Moving on Assistance Provided with a category of "Other (please specify)." VA SSVF Service with a category of "Other (non-TFA) supportive service approved by VA)." HUD-VASH Voucher Tracking service with a category of "'Voucher Change > Other."

Data & Performance Management Committee Meeting Agenda

- The March 2022 Data Performance Management Committee Meeting will be canceled.
- The Homeless Prevention Project Performance Report will be published on March 10th.
- The next meeting will take place on Thursday April 14th, 1:30 - 3:00.
  - Click [here](#) to Join!
  - Meeting ID: 864 5764 1876
  - Passcode: 914075

Q&A - N/A

Future Meeting Information

April 2022 HMIS User Meeting Webinar

- Date: Wednesday, April 6th, 2022
- Time: 10:00AM - 11:00 AM
- Click [here](#)to join the meeting! No registration or RSVP is required.
- 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.