# Welcome!

June 2022
OC HMIS User Meeting

**Please enter your agency name in the chat box**

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# Agenda

1. HIC/PIT Reports
2. Reasons for Denied Referrals Data Collection
3. User Dashboard
4. Data Quality Report Card
5. VASH PSDE Dashboard
6. Spanish CES Custom Questions
7. Searching for Existing Clients
8. Duplicate Client Records
9. Updates with Knowledge Base Articles
10. New Onboarding Toolkits for ESG-Funded Program Staff
11. Data & Performance Management Meeting Agenda
12. Holiday: July 4th
13. Q&A

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# 2022 HIC and Sheltered PIT Reports

## Housing Inventory Count

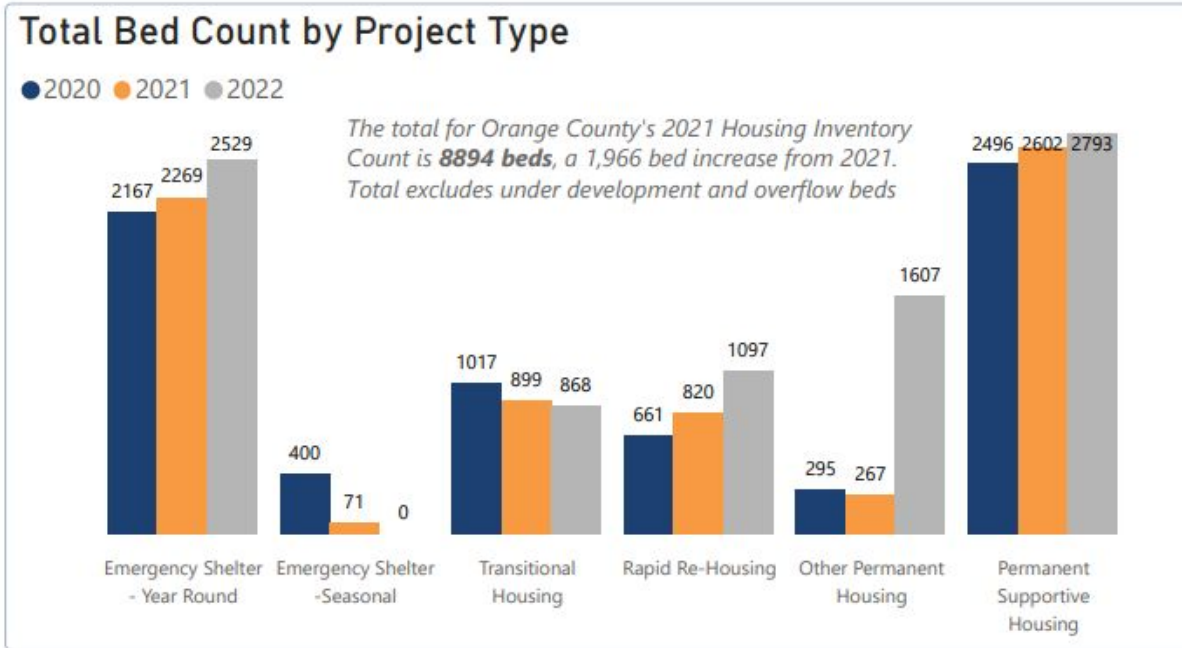Count of beds dedicated to serve homeless clients in Orange County

Review the 2022 HIC Overview report

## Sheltered Point in Time Count

Count of clients in Emergency Shelter or Transitional Housing projects
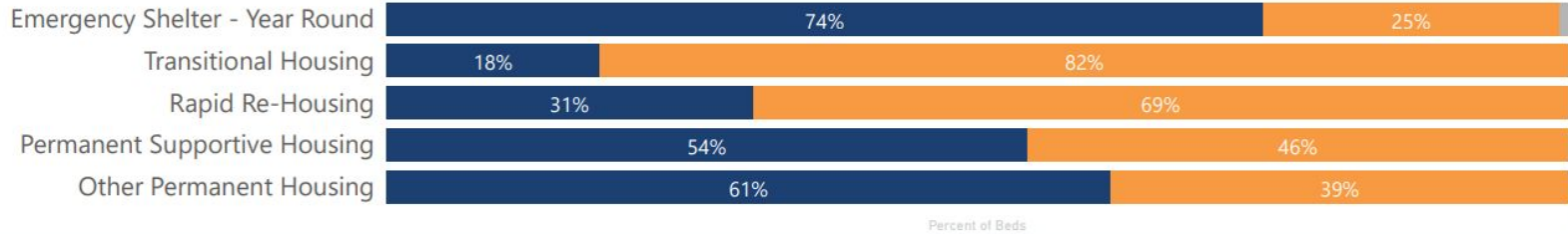
Review the 2022 Sheltered PIT Overview report

# 2022 HIC: Total Beds

## Total Bed Count by Project Type

● 2020  ● 2021  ● 2022

*The total for Orange County's 2021 Housing Inventory Count is **8894 beds**, a 1,966 bed increase from 2021. Total excludes under development and overflow beds*

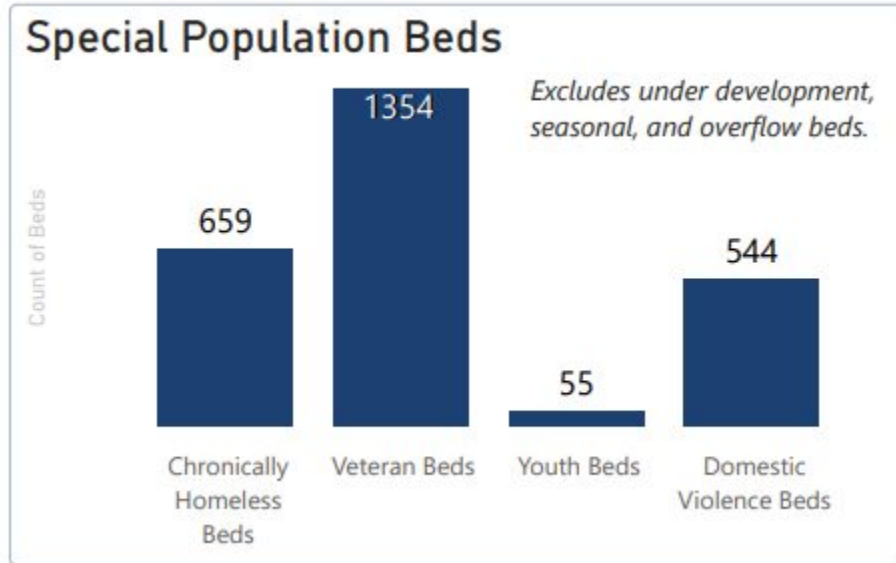| Project Type | 2020 | 2021 | 2022 |
|---|---|---|---|
| Emergency Shelter - Year Round | 2167 | 2269 | 2529 |
| Emergency Shelter - Seasonal | 400 | 71 | 0 |
| Transitional Housing | 1017 | 899 | 868 |
| Rapid Re-Housing | 661 | 820 | 1097 |
| Other Permanent Housing | 295 | 267 | 1607 |
| Permanent Supportive Housing | 2496 | 2602 | 2793 |

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# 2022 HIC: Distribution of Beds

**Bed Count by Project Type and Bed Type** *Excludes under development, seasonal, and overflow beds.*

● Adults Only  ● Children and Adults  ● Children Only

| Project Type | Adults Only | Children and Adults |
|---|---|---|
| Emergency Shelter - Year Round | 74% | 25% |
| Transitional Housing | 18% | 82% |
| Rapid Re-Housing | 31% | 69% |
| Permanent Supportive Housing | 54% | 46% |
| Other Permanent Housing | 61% | 39% |

Percent of Beds

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# 2022 HIC: Special Population Beds



## Special Population Beds

*Excludes under development, seasonal, and overflow beds.*

Count of Beds

- Chronically Homeless Beds: 659
- Veteran Beds: 1354
- Youth Beds: 55
- Domestic Violence Beds: 544

# 2022 HIC: Beds in HMIS

**HMIS Participation** *Excludes under development, overflow, seasonal, and domestic violence beds.*

● HMIS Participating ● Not Participating

| | |
|---|---|
| Emergency Shelter | 95% / 5% |
| Transitional Housing | 50% / 50% |
| Rapid Re-Housing | 99% |
| Permanent Supportive Housing | 100% |
| Other Permanent Housing | 100% |

Percent of Beds

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# 2022 Sheltered PIT: Total Clients



## Sheltered PIT Count from 2020 to 2022

● 2020  ● 2021  ● 2022
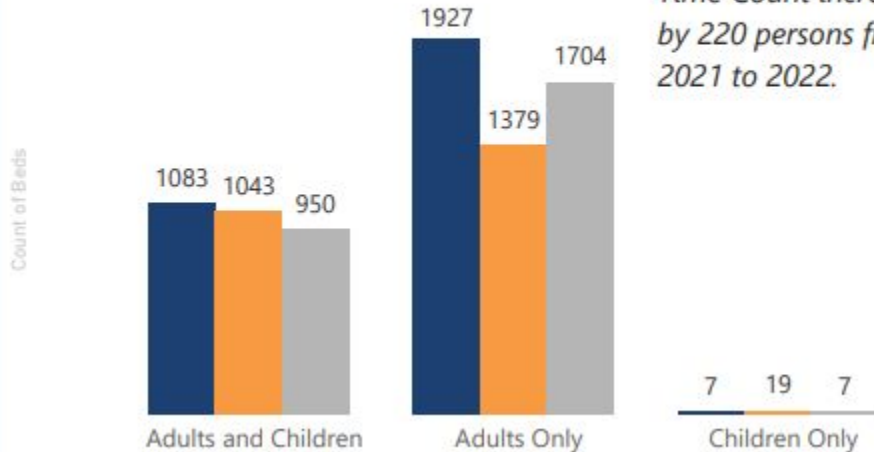
The Sheltered Point In Time Count increased by 220 persons from 2021 to 2022.

Count of Beds

Adults and Children: 1083, 1043, 950

Adults Only: 1927, 1379, 1704

Children Only: 7, 19, 7

# 2022 Sheltered PIT: Clients with Disabilities

## Disabilities Reported by Persons in Shelter

| Disability | Count |
|---|---|
| Mental Health Disability | 578 |
| Physical Disability | 512 |
| Substance Abuse Disability | 416 |
| HIV/AIDS | 77 |
| Developmental Disability | 5 |
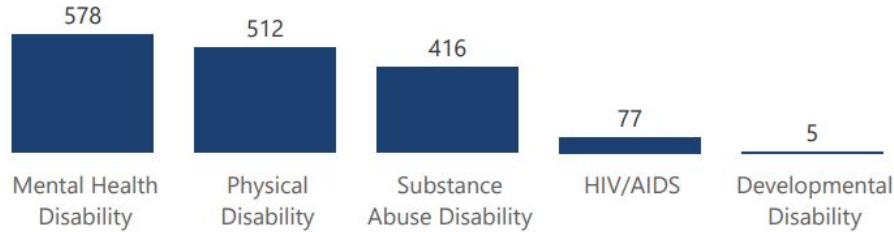
## Prevalence of Comorbidity Among Persons in Shelter with Disabilities

| | Persons |
|---|---|
| 1 Disability | 680 |
| 2 Disabilities | 335 |
| 3 Disabilities | 78 |
| 4 Disabilities | 1 |
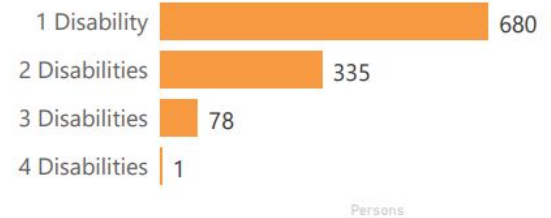
# 2022 Sheltered PIT: Special Populations

**Chronically Homeless Families**



Count of Families

- 2020: 8
- 2021: 10
- 2022: 14

**Special Populations (Individuals)**

● 2020 ● 2021 ● 2022

*Clients can be counted in multiple categories*



Count of Persons

| Category | 2020 | 2021 | 2022 |
|---|---|---|---|
| Veterans | 130 | 162 | 135 |
| Youth | 127 | 102 | 139 |
| CH Individuals | 825 | 431 | 743 |
| Seniors | 322 | 295 | 418 |
| Domestic Violence | 261 | 288 | 226 |

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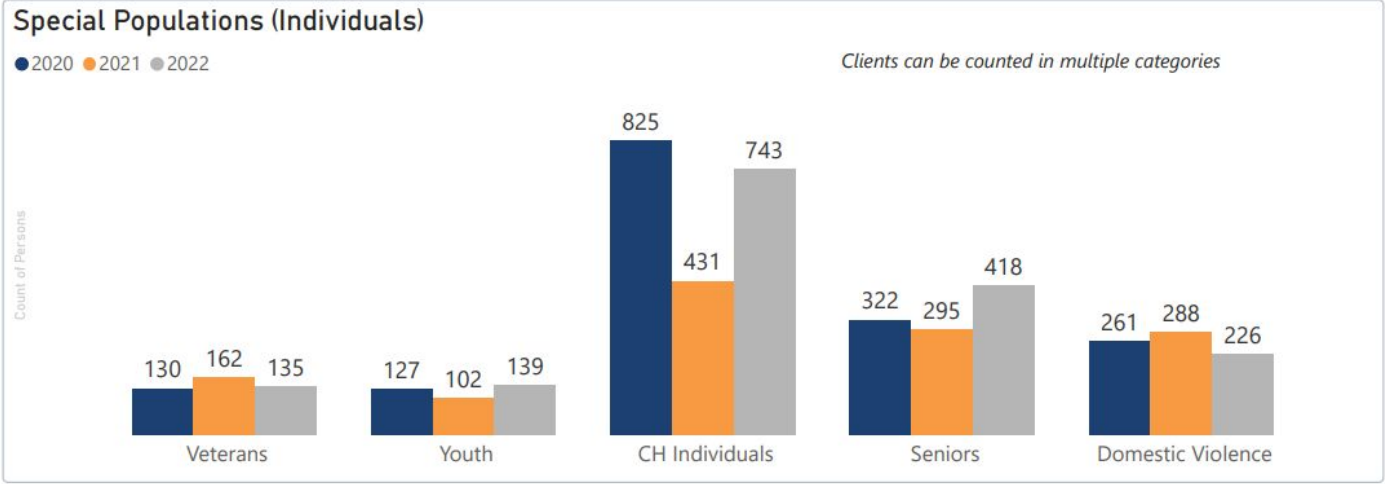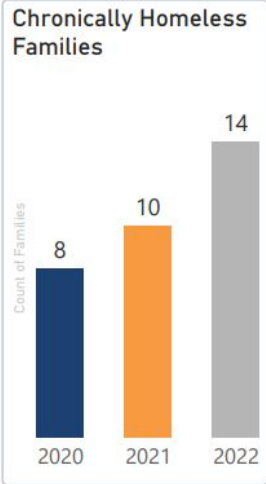
# Reasons for Denied Referrals Data Collection

- CES Referral Denied Reason has been updated to include:
  - Client Deceased
  - Voucher Expired
  - Incorrect Match to Agency

- [Community Queue for Housing Agencies](#) article has been updated to include new guidance for collecting Denied by Type and Denied Reason

| Status | Denied |
|---|---|
| Send to Community Queue | -- Select -- |
| Denied By Type | -- Select -- |
| Denied Reason | Select |
| Denial Information | |

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# Denied Referrals Data Collection

## Reasons for Denial

|  | Client | Housing Provider |
|---|---|---|
| Client Deceased | x | |
| Client did not show up or call | x | |
| Client out of Jurisdiction | x | |
| Client previously received service | | x |
| Client refused services | x | |
| Denied by Landlord/Property Manager | | x |
| Disagreement with rules | x | |
| Falsification of Documents | x | |
| Full Capacity/No Availability | | x |
| Incorrect Match to Agency | | x |
| Lack of Eligibility | | x |
| Needs could not be met by program | x | |
| Referral time expired | | x |
| Self Resolved – Client Housed | x | |
| Voucher expired | x | |
| Other | x | x |

## Common 'Other' Denial Reasons

| Common 'Other' Reasons for Denial | Appropriate Reason for Denial |
|---|---|
| Non-compliance with requests for items/information | Disagreement with rules |
| No contact with client | Client did not show up or call |
| Client declined | Client refused services |
| Housing Opportunity is no longer available | Full Capacity/No Availability |
| Ineligible | Lack of Eligibility |

# Data Entered by User Dashboard

- This is a new dashboard that was created to give you an overview of how your agency's staff are adding data to HMIS.

- The dashboard contains six sections: Enrollments, Services, Assessments, Annual and Status Assessments, Files, and Exits.

- The dashboard can be found under Reports >> Data Analysis >> Orange County Clarity System Reports >> User Management >>  Data Entered by User

# Data Entered by User Dashboard

# Data Entered by User Dashboard

# Data Entered by User Dashboard

# Data Entered by User Dashboard



| Name | Size | Packed Si... | Modified | Created | Accessed | Attributes | Encrypted | Comment | CRC | Method |
|---|---|---|---|---|---|---|---|---|---|---|
| services_details.csv | 70 021 | 6 747 | 2022-05-... | | | -rw-r--r-- | - | | 66FC8BD2 | Deflate |
| services.csv | 303 | 221 | 2022-05-... | | | -rw-r--r-- | - | | 0EA649B8 | Deflate |
| files_details.csv | 7 775 | 1 583 | 2022-05-... | | | -rw-r--r-- | - | | 0B09D042 | Deflate |
| files.csv | 202 | 155 | 2022-05-... | | | -rw-r--r-- | - | | 99AC75FB | Deflate |
| exits_details.csv | 10 611 | 2 578 | 2022-05-... | | | -rw-r--r-- | - | | 1F876243 | Deflate |
| exits.csv | 255 | 193 | 2022-05-... | | | -rw-r--r-- | - | | B9DA44BD | Deflate |
| enrollments_details.csv | 4 176 | 1 098 | 2022-05-... | | | -rw-r--r-- | - | | 67675F71 | Deflate |
| enrollments.csv | 122 | 110 | 2022-05-... | | | -rw-r--r-- | - | | 1D14B63E | Deflate |
| assessments_details.csv | 5 102 | 1 016 | 2022-05-... | | | -rw-r--r-- | - | | 90D88FF6 | Deflate |
| assessments.csv | 153 | 126 | 2022-05-... | | | -rw-r--r-- | - | | D68ABAC3 | Deflate |
| annual_&_status_update_assessments_details.csv | 2 952 | 828 | 2022-05-... | | | -rw-r--r-- | - | | C605CF56 | Deflate |
| annual_&_status_update_assessments.csv | 232 | 161 | 2022-05-... | | | -rw-r--r-- | - | | CA5B9CAC | Deflate |

# Q1 2022 Data Quality Report Card

Q1 Data Quality Report Card have been published! The Report Cards look at the following:

- ○ Data Completeness

- ○ Data Accuracy

- ○ Data Timeliness

- View your HMIS DQ Report Cards here!

# VASH PSDE Dashboard & Details Report

- A Program Specific Data Elements Data Completeness Dashboard and Details report are now available for the VASH specific federal funding source.
- Separate dashboards and details reports are included for both Entry and Exit data.
- Review reports to ensure data completeness for these elements
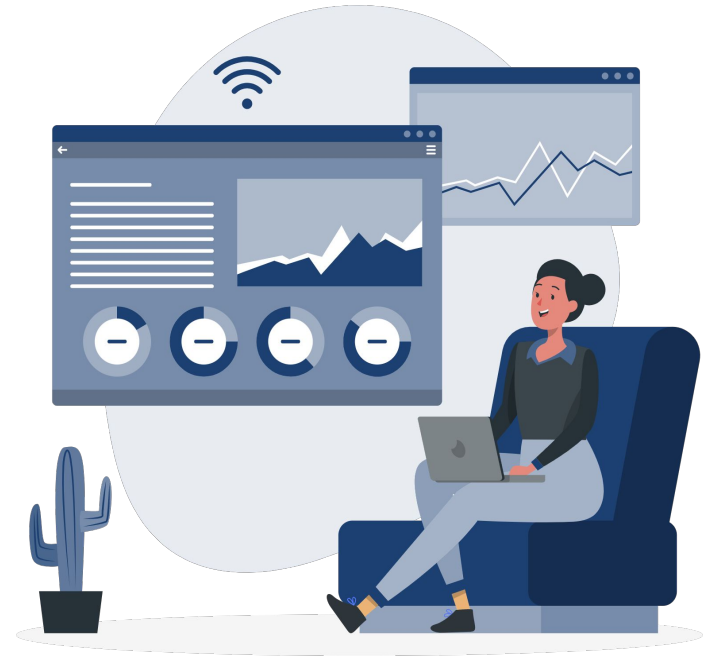
# PSDE Entry VASH Data Completeness Dashboard
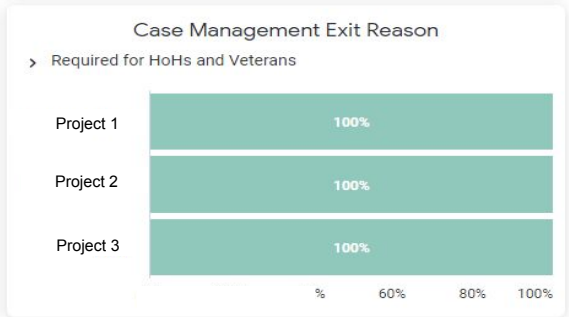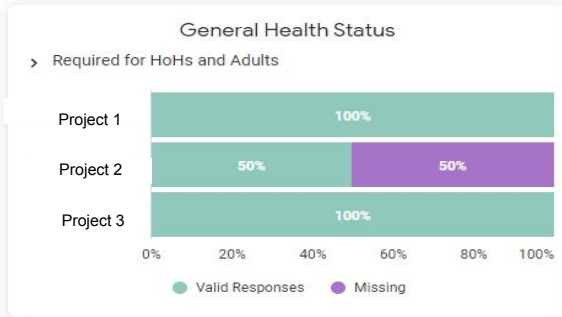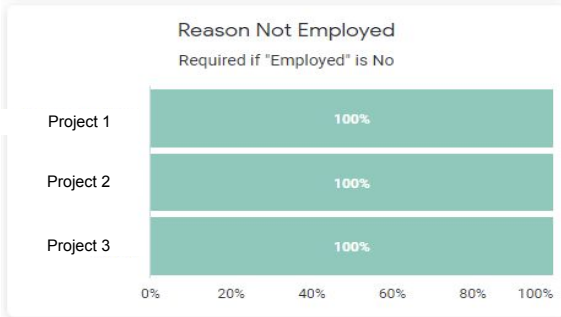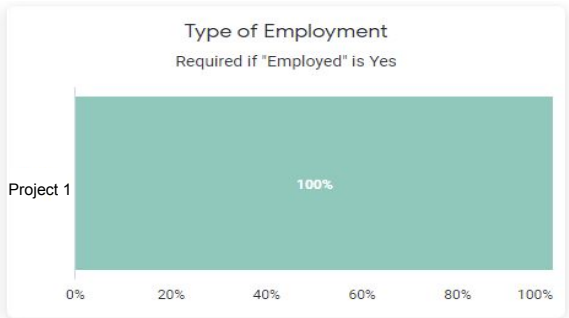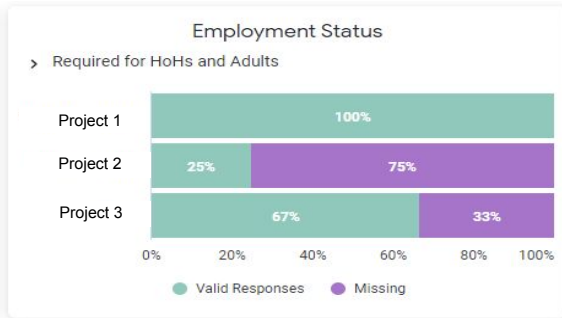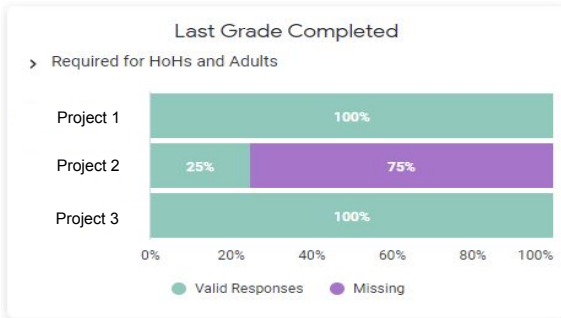
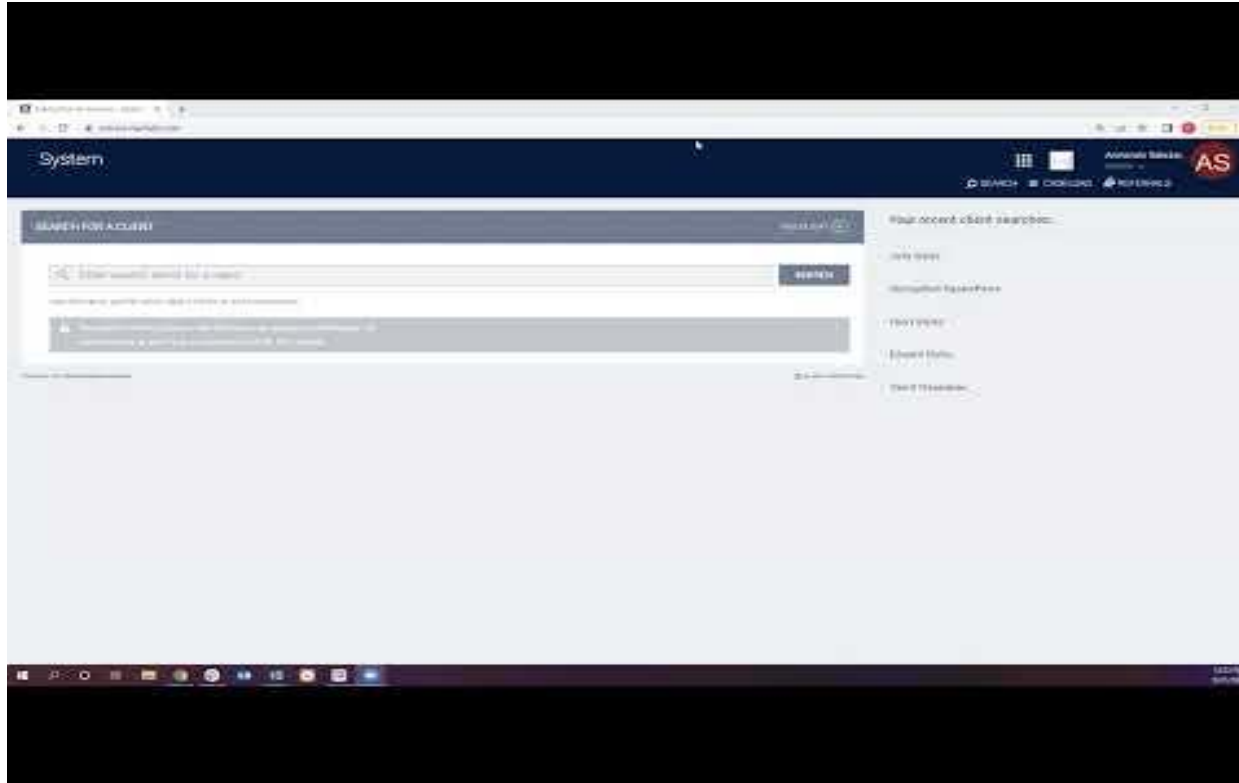# PSDE Entry VASH Data Completeness Detail Report

| | Agencies Agency Name | Programs Full Name | Programs Project Type Code | Clients Unique Identifier | Enrollments Enrollment ID | Enrollments Household ID | Entry Screen Head of Household (Yes / No) | Entry Screen Age at Project Start | Adult/HoH | Clients Client Full Name | Enrollments Project Start Date ↓ | Enrollments Project Exit Date | Clients Year Entered Military Service | Clients Year Separated from Military Service | Clients Theatre - World War II |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Lost Explorers | Lost Explorers Home | PH - Permanent Supportive Housing (disability required for entry) | 69B1C69CC | 183131 ... | 156682 | Yes | 40 | Yes | Indiana Jones | 2022-03-24 | ∅ | 2000 | 2004 | No |
| 2 | OC Training Agency | PSH Training Project 1 | PH - Permanent Supportive Housing (disability required for entry) | 4AD25F43B | 173144 ... | 148097 | Yes | 59 | Yes | Mufasa Lion | 2022-02-07 | ∅ | 1986 | 1994 | No |
| 3 | OC Training Agency | PSH Training Project 2 | PH - Permanent Supportive Housing (disability required for entry) | 955F4AD81 | 182307 ... | 155921 | Yes | 61 | Yes | Donald Duck | 2022-02-04 | ∅ | 1978 | 1982 | No |

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# OC Custom ICES Enrollment Questions Spanish translated form

A Spanish-translated version of the OC Custom ICES Enrollment Questions Form has been added to the CoC/ESG section of the HMIS Forms and Documents

# Searching Up Existing Clients in Clarity

# Duplicate Client Records

- Agency Admins will submit a support ticket to the HMIS Team to merge the <u>duplicate client records</u>
  - Identifying which profile is the primary record

- Tip 1: Run the Duplicate Clients report on a regular basis to catch these duplicate records

- Tip 2: Provide refresher trainings to the team

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REPORT LIBRARY   EXPLORE   DATA ANALYSIS

**Data Quality Reports**                                    5 report(s)

[DQXX-103] Monthly Staff Report                 ★ | ⊙ RUN  |  🗓 SCHEDULE | MORE INFO⌄

[DQXX-110] Duplicate Clients                    ★ | ⊙ RUN  |  🗓 SCHEDULE | MORE INFO⌄

[DQXX-121] Project Start Date > Project Exit Date   ★ | ⊙ RUN  |  🗓 SCHEDULE | MORE INFO⌄

[DQXX-122] Duplicate Assessments Report         ★ | ⊙ RUN  |  🗓 SCHEDULE | MORE INFO⌄

[GNRL-242] Client Project Stay Issues           ★ | ⊙ RUN  |  🗓 SCHEDULE | MORE INFO⌄

# Knowledge Base Updates

Approximate Date Homelessness Started Field
- A closer look to account for breaks in homelessness to accurately determine the approximate start date

Residence Prior to Entry
- An overview and tips regarding living situation prior to enrolling into a project
  - Homeless, Institutional, Temporary and Permanent Housing

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# New Onboarding Toolkits for ESG Funded Program Staff

- Emergency Solutions Grants (ESG) recipients and subrecipients have rapidly scaled up rapid re-housing (RRH) and targeted prevention efforts, including repositioning existing staff, adding new staff, and/or rapidly refilling vacated positions due to COVID-19.

- This work is critical to support communities implementing equitable COVID-19 responses to quickly stem a rising tide of housing insecurity and avoid swamping an already strained homeless system.

# Who should be using the Onboarding Toolkits?

## Staff Working Directly with Individuals Experiencing Homelessness

The Toolkits cover topics including strength-based strategies for client engagement, trauma-informed care, housing navigation, self-care, time management, and other important topics.

## Individuals with Fiscal Responsibility

Grant Administrators, Program Directors, and RRH Case Managers all have roles in meeting the fiscal requirements. The Onboarding Toolkits provide information to help staff in each of these roles successfully manage public funds while meeting the needs of clients.

View the Onboarding Toolkits here!

*** Each Onboarding Toolkit provides a series of informational videos and resources to orient and train new or transitioning staff. A short quiz accompanies most videos to reinforce learning***

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# Data & Performance Management Committee Meeting

## Agenda:

1. Racial Inequity Dashboard
2. Transitional Housing PPR

**Thursday June 9th, 1:30 - 3:00**
Click here to Join!
Meeting ID: **810 9405 7685**
Passcode: **625080**

# Independence Day Holiday

The HMIS Help Desk will be closed on **Monday, July 4th** in observance of Independence Day.

We will back back in the office to assist you on Tuesday, July 5th.

# Q&A