

OC HMIS User Meeting Webinar Minutes 6/1/22

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Agenda Items

HIC/Sheltered PIT Report

- The Housing Inventory Count (HIC) and Point in Time Count (PIT) were submitted to HUD in May. The HIC is a count of the beds targeted to serve homeless clients in Orange County, while the Sheltered PIT is a count of clients in Emergency Shelter and Transitional Housing projects.
- [2022 HIC Overview](#) highlights:

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- 8,894 beds were counted on the 2022 HIC, which is an increase of 1,966 from 2021. Transitional Housing and Seasonal Emergency Shelter projects reported a decrease in beds, while all other project types reported an increase.
- The majority of Year-Round Emergency Shelter beds are targeted for households without children, while the majority of Transitional Housing and Rapid Re-Housing beds are targeted for households with adults and children.
- Only 50% of Transitional Housing beds are participating in HMIS. All other project types are reporting at least 95% of beds in HMIS.
- [2022 Sheltered PIT Overview](#) highlights:
 - 2,661 clients were counted on the 2022 Sheltered PIT, which was an increase of 220 from 2021.
 - 41% of clients reported at least one disability, and 28% of clients were chronically homeless.
 - Since 2020 there has been a 30% increase of seniors (62+) counted on the sheltered PIT.

Reasons for Denied Referrals Data Collection

- The [Community Queue for Housing Agencies](#) article has been updated to include new data entry guidance for the Denied by Type and Denied Reason fields. Review the Denying a Referral section of the article for more information.
- The following options have been added to the Denied Reason dropdown:
 - Client Deceased
 - Voucher Expired
 - Incorrect Match to Agency
 - This option should only be used if the household was matched to the incorrect agency. If the household was matched to the incorrect project at the correct agency, or if another project at the agency is a better fit for the household, the household should be enrolled in the correct project, and the Agency Administrator should submit a ticket to the HMIS Help Desk so the referral can be linked to the appropriate enrollment.

User Dashboard

- The Data Entered by User Dashboard is a new dashboard that was created to give Agency Admins an overview of what users entered data for their agency during the reporting period selected.
- 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
- To download reports from the dashboard select the CSV option. When the reports are generated they will be saved in a zip file containing both the counts for each user and a details report with the full client information for each section.
- Additional User Dashboards will follow and be presented at future User Meetings

Data Quality Report

The Q1 2022 Data Quality Report Cards have been published! The HMIS Data Quality Report Cards go over the following:

- **Data 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 from 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 the HMIS Data Quality Report Cards [here!](#)

Spanish CES Custom Questions

- 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 for Existing Client

- A new training video on [how to search for existing clients](#) has been created to accompany the Knowledge Based article for [Searching for A Client Record](#). HMIS users are encouraged to search for existing client records before creating a new client profile to minimize the amount of duplicate client records in HMIS.

Duplicate Client Records

- When a user encounter duplicate client records, the user is advise to contact their Agency Admins (AA) so the AA can submit a support ticket to the HMIS Team to merge the [duplicate client records](#)
- A few tips to avoid duplicate client records in the future:
 - Run the Duplicate Clients Report on a regular basis to catch these duplicate records
 - Reports >> Report Library >> Data Quality Reports >> Duplicate Clients
 - Provide refresher trainings to the team: [Searching for A Client Record](#)

Updates with Knowledge Base Articles

- The HMIS Team will be rolling out short training videos associated with Knowledge Base Articles. These updates will provide some tips and a walk-through of the data collecting process.
 - [Approximate Date Homelessness Started](#)
 - [Residence Prior to Entry](#)

VASH PSDE Dashboard

- A Program Specific Data Element (PSDE) Data Completeness Dashboard and Details Report is now available for the VASH specific federal funding source.
- This Dashboard and Details report follows the same format as the existing Universal Data Elements (UDE) and PSDE Dashboards and Details reports, including both Entry and Exit data.
- The Dashboard contains charts which each represent a Data Element, broken down by project and color coding provides visual cues to easily identify data quality errors.
- The Details Report displays additional granularity to the client level to identify client errors.
- Review this report on a monthly basis to ensure data completeness for this PSDE element.
 - Reports >> Data Analysis >> Orange County Clarity System Reports >> Data Quality

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.

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.

Data & Performance Management Committee Meeting Agenda

The agenda for this month’s meeting is as follows:

- Racial Inequity Dashboard
- Transitional Housing PPR

The meeting will take place on Thursday June 9th, 1:30 - 3:00.

- Click [here](#) to Join!
- Meeting ID: 810 9405 7685
- Passcode: 625080

Holiday

The HMIS Help Desk will be closed on Monday, July 4th. We will be back in the office to assist you Tuesday, July 5th.

Q&A

- Q: If a client is 'Ineligible' due to lack of documentation, would that reason for denial fall on the client?
 - A: In cases where a client did not provide documentation and that is the reason they’re ineligible, this would fall under “Disagreement with rules” as the reason for denial. If a client is ineligible for other reasons that would be denied by the Housing Provider.

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- Q: For the User Dashboard, are the exits for all exits a user completes or just successful exits?
 - A: Yes, the dashboard will display all exits. The dashboard is an overview of all the data entry completed by your team so that you could identify and fix errors as needed.
- Q: Is there a minimum requirement to be considered "Document Ready" before a client can be matched to an opportunity?
 - A: A client should be document ready before adding to the Community Queue. For example if a client is chronically homeless, verification documents need to be uploaded into HMIS so that could be matched to the appropriate opportunity. Agencies may have specific eligibility requirements and this varies so these documents would be collected after the client is matched.

FSI added: In order to be in the community queue, clients will need to have a verification of homelessness (literal or at risk). CES does prioritize those with both "Chronic" and "Disability Verification."

- Q: Do you have any cheat sheets for user instructions for searching clients? I find I have to send those instructions quite frequently and it would be great to have a descriptive chart or bullet points for users to follow.
 - A: Yes, you can access the [Searching For a Client Record KB](#) and feel free to review additional helpful articles in the [Knowledge Base Library](#)
- Q: Are the Onboarding Toolkits currently available on the website, or is that upcoming?
 - A: Yes the Onboarding Toolkits are available, please view the [HUD Exchange](#)

Future Meeting Information

July 2022 HMIS User Meeting Webinar

- Date: Wednesday, July 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.