

Welcome!

September 2022
OC HMIS User Meeting

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



Agenda

1. HIC PIT Focus Group
2. LSA and SPM Preparation
3. Managing Household Composition Changes in the CES
4. Duplicate Enrollments
5. Program Move vs Merge
6. Disabling Condition
7. Chronic Homelessness
8. Number of Times/Months Homeless
9. Adding Clients to the Community Queue
10. Maintaining Households on the Community Queue
11. Agency Audits
12. Individual Shelter Bed Reservation
13. Data & Performance Management Meeting Agenda
14. Q&A

HIC PIT Focus Group

- 211 OC would like to invite Agency Admins to join the HIC PIT Focus Group
- Receive feedback from previous HIC PIT reporting process and to develop a new process for this upcoming HIC PIT
- Please submit a HMIS Helpdesk ticket if you're interested in participating



LSA and SPM Preparation

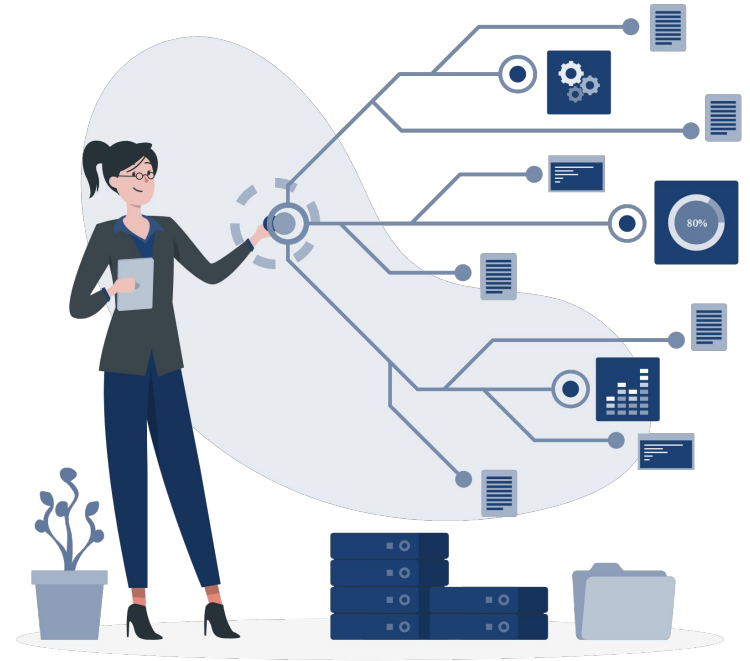
- Longitudinal System Analysis (LSA) and System Performance Measure (SPM) will roll out in the Fall
- The HMIS team will send out the SPM corrections along with the quarterly Data Quality Report Cards draft spreadsheet
- LSA will be sent in rounds for corrections and explanations



Managing Household Composition Changes in the CES

- In rare cases, a household may be served by both the Individual and Family Coordinated Entry System
 - A client becomes pregnant
 - A single adult merges household with another adult with a child
 - Or children are permanently removed from the household
- Communicate with CES Admins if you may have any questions

KB: [Managing Household Composition Changes in the CES](#)



Duplicate Enrollment

Duplicate enrollments occur when a client has simultaneous enrollments to the same project.

To resolve:

- Determine the enrollment to keep (primary).
- Transfer services and notes from the duplicate enrollment to the primary project enrollment.
- Contact your Agency Administrator (AA) to delete the duplicate enrollment.

For further information, review the [Deleting Program Enrollment KB](#)



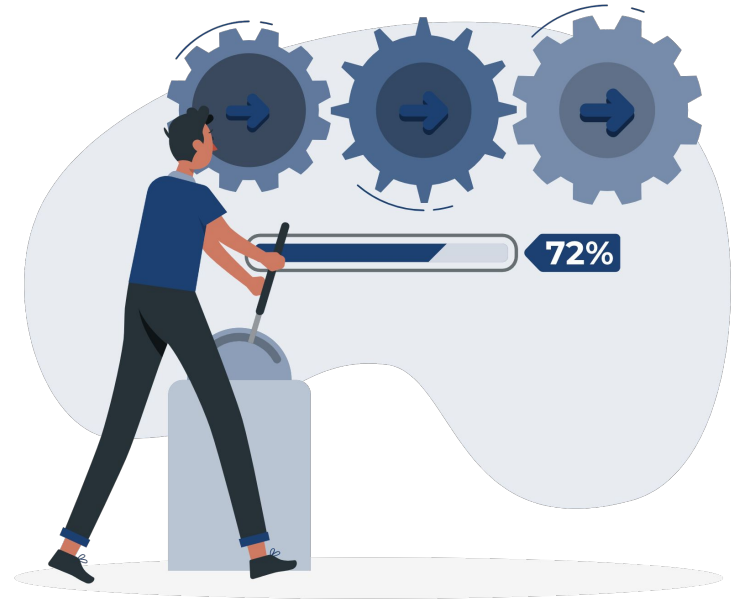
Program Move

A Program Move is used when you have mistakenly enrolled a client in the wrong program.

Note: If the client was provided services with funds for that program, the client cannot be moved. They must be exited and enrolled in the new program.

To resolve:

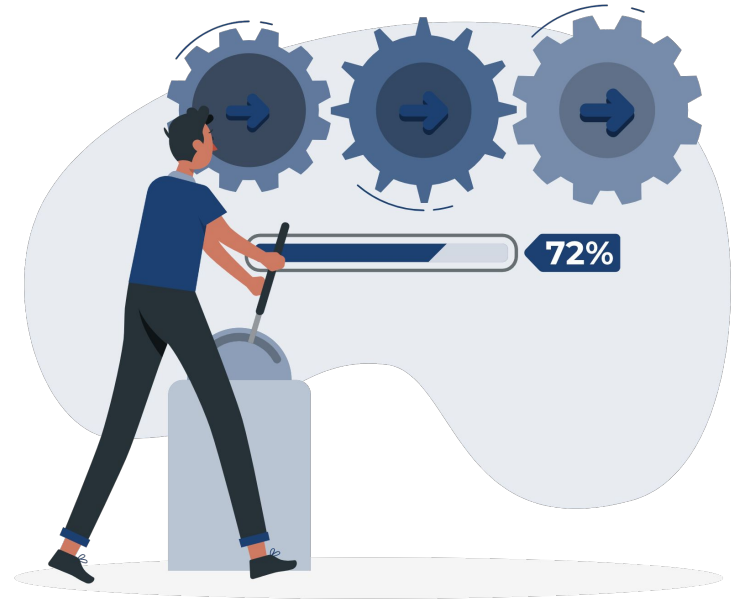
- Submit a ticket to the Helpdesk to request a client move from one program to another.



Program Move

Additional Notes:

- Services from the old program are moved to the new enrollment however the names of the services will match that of the old program.
- Notes will be moved to the new program.
- For further information, review the [Deleting Program Enrollment KB](#)



Program Move

Before Move - Current Project

Invader Zim
PROFILE HISTORY PROGRAMS ASSESSMENTS FILES SERVICES CONTACT LOCATION

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
Rapid Rehousing Kings Dominion	08/22/2019	Active	Group

Invader Zim
PROFILE HISTORY PROGRAMS ASSESSMENTS FILES SERVICES CONTACT LOCATION

PROGRAM RAPID REHOUSING

Enrollment History Assessments Notes Files Forms X Edit

Program Service History

Service Name	Start Date	End Date	
[RRH] Case Management/Counseling Kings Dominion	08/22/2019	08/22/2019	<input type="checkbox"/>
[RRH] Transportation Bus Pass	08/22/2019	08/22/2019	<input type="checkbox"/> (flag apply with me)

After Move - New Project

Invader Zim
PROFILE HISTORY PROGRAMS ASSESSMENTS FILES SERVICES CONTACT LOCATION

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
State ESG Program Kings Dominion	08/22/2019	Active	Group

Invader Zim
PROFILE HISTORY PROGRAMS ASSESSMENTS FILES SERVICES CONTACT LOCATION

PROGRAM: STATE ESG PROGRAM

Enrollment History Assessments Notes Files

Program Service History

Service Name
[RRH] Case Management/Counseling Kings Dominion

(Note the Service Names)

Program Merge

A Program Merge is used to combine the program enrollments of household members who were enrolled as individuals by mistake instead of a group enrollment.

- Enrollments can be merged even if the enrollments have different start dates.
- This can be used if some or all of the household members are no longer enrolled in the program.

To resolve:

- Submit a ticket to the Helpdesk to request a client merge into the group enrollment of a household.



Program Merge

Global Household

Ferdinand Magellan
Heather Goode, Lost Explorers Agency HG

PROFILE HISTORY PROGRAMS ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS SERVICES

CLIENT PROFILE

Social Security Number XXX-XX-XXXX
Quality of SSN Client doesn't know
Last Name Magellan
First Name Ferdinand

Household Members

Maria Barbosa	Spouse
Diogo Barbosa	Uncle

Before Merge

PROGRAM: EXPLORER PROGRAM

1 USER ACTIVE PROGRAM

Program Type: Group (2)
Program Start Date: 08/29/2022
Assigned Staff: Lost Explorers Agency Training Account
Head of Household: Ferdinand Magellan

Program Group Members

Maria Barbosa	08/29/2022	Active
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PROGRAM: EXPLORER PROGRAM

0 USER ACTIVE PROGRAM

Program Type: Individual
Program Start Date: 08/30/2022
Assigned Staff: Heather Goode
Head of Household: Diogo Barbosa

Program Group Members

No active members

After Merge

Ferdinand Magellan
Heather Goode, Systems HG

PROFILE HISTORY PROGRAMS ASSESSMENTS FILES SERVICES CONTACT LOCATION

PROGRAM: EXPLORER PROGRAM

1 USER ACTIVE PROGRAM

Program Type: Group (3)
Program Start Date: 08/29/2022
Assigned Staff: Lost Explorers Agency Training Account
Head of Household: Ferdinand Magellan

Program Group Members

Maria Barbosa	08/29/2022	Active
Diogo Barbosa	08/30/2022	Active

Disabling Condition

HUD defines a disabling condition as a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that:

1. Is expected to be long-continuing or of indefinite duration;
2. Substantially impedes the individual's ability to live independently; and
3. Could be improved by the provision of more suitable housing conditions

For further information, review the [Disabling Condition Field KB](#)



Disabling Condition Field

Project Type Applicability: All Programs - All Components Data

Collected About: All Clients

Collection Point: Project Start

Screens in HMIS: Enrollment Screen

PROFILE HISTORY **PROGRAMS** ASSESSMENTS FILES SERVICES CONTACT LOCATION

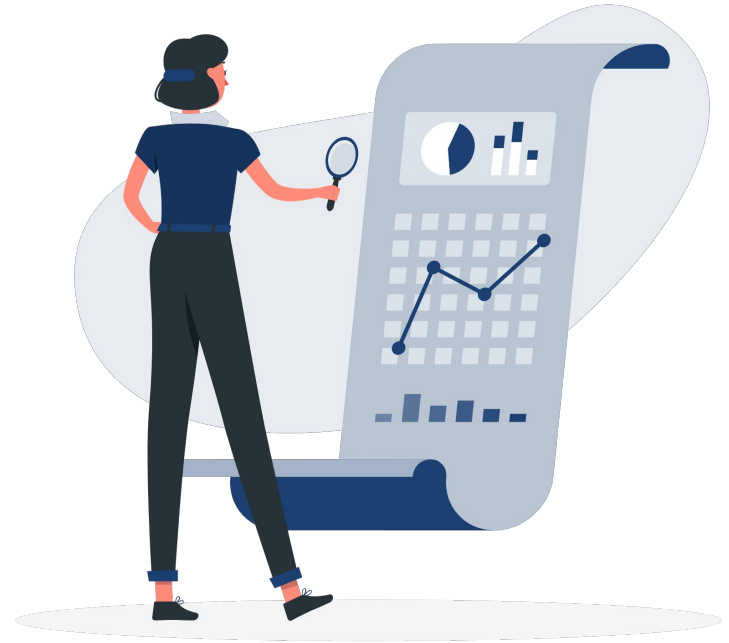
DISABLING CONDITIONS AND BARRIERS

Disabling Condition	Select	▼
Physical Disability	Select	▼
Developmental Disability	Select	▼
Chronic Health Condition	Select	▼
HIV - AIDS	Select	▼
Mental Health Problem	Select	▼
Substance Abuse Problem	Select	▼
Domestic Violence Victim/Survivor	Select	▼

Chronic Homelessness

The Department of Housing and Urban Development's definition of a “chronically homeless” individual is defined to mean a homeless individual with a disability who lives either in a place not meant for human habitation, a safe haven, or in an emergency shelter, or in an institutional care facility if the individual has been living in the facility for fewer than 90 days and had been living in a place not meant for human habitation, a safe haven, or in an emergency shelter immediately before entering the institutional care facility.

For additional information, review the [Chronic Homelessness KB](#)



CH Determination Interactive Tool

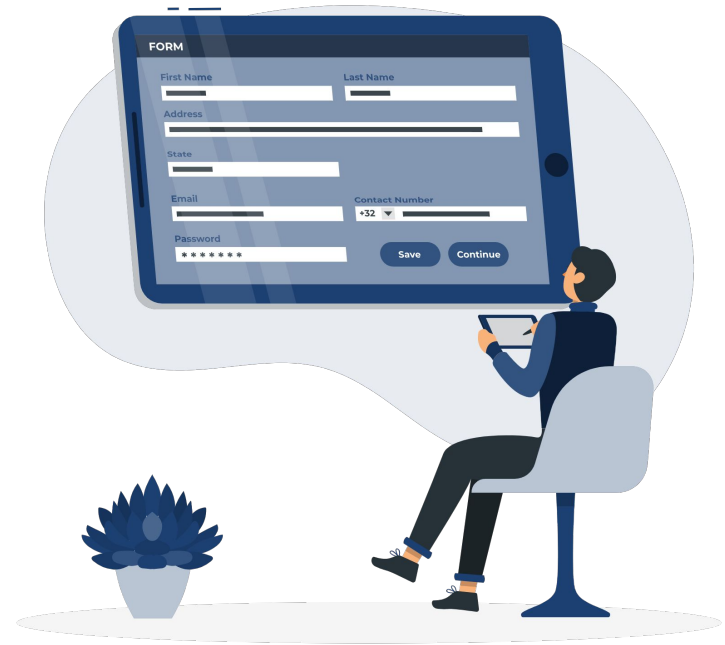
211OC has created an interactive tool that will help you determine the Chronic Homelessness status of your clients.

Elements Used to Determine CH Status: Approximate Date Homelessness Started, Prior Living Situation, Disabling Condition

The screenshot displays the Orange County HMIS website. At the top, the navigation bar includes 'Home', 'Meetings', 'HMIS Help', 'Reports', 'HMIS Forms and Documents', and 'About'. Below the navigation bar, there is a 'Helpful Links' section with four items: 'HMIS Training Courses', 'HMIS YouTube', 'Knowledge Base', and 'Submit a Ticket'. To the right of this section is a large white box titled 'Chronic Homelessness Tool'. Inside this box, there is a paragraph of text explaining the tool's purpose and a prominent orange button labeled 'Chronically Homeless Tool'.

Number of Times/Months Homeless

- Both the number of times and months homeless data elements record length of length of stay in a situation just prior to project start for all adults and heads of households.
 - **Project Type Applicability:** All Programs - All Components
 - **Data Collected About:** Head of Household and Adults
 - **Collection Point:** Project Start
- For additional information review the [Number of Times Homeless KB](#) and [Number of Months Homeless KB](#)



Adding Households to the Community Queue

We have updated our [Knowledge Base article](#) on adding clients to the Community Queue (CQ) and added a video guide. The article and video cover all steps of adding clients to the CQ including:

- Enrolling household into Coordinated Entry
- Completing the appropriate CES assessment
- Uploading documentation to verify literal homelessness
- Referring households to the CQ



Maintaining Households on the Community Queue

We have updated our [Knowledge Base](#) article on Maintaining Households on the Community Queue (CQ) and added a video guide. The article and video review the methods used to Maintain Households on the CQ including:

- "Check-In" on the Referral page
- Add a Note to the Head of Household's record
- Update the Current Living Situation
- Add a Coordinated Entry Event



Graphic by <https://storyset.com/online>

2022 HMIS Agency Audits

- This month we will be continuing to conduct Agency Audits for 2022.
- The HMIS Help Desk will reach out to Agency Administrators at least two weeks before with available meeting dates and times providing a few options to schedule the audit so as to ensure ample time to prepare.
- Please be on the lookout for our email to schedule your Agency Audit. We will be attaching the Audit Form for your agency but it is available for you to review on this link, [2022 Agency Audit Form](#)



Individual Shelter Bed Reservation

- The timeline for the Individual Shelter Bed Reservation referrals have pushed back with Anaheim PHK starting approximately Mid October.



Data & Performance Management Committee Meeting

Agenda:

1. Homelessness Prevention PPR
2. COC Racial Inequity Dashboard

Thursday September 8th at 1:30 - 3:00 PM

Click [here](#) to Join!

Meeting ID: **810 9405 7685**

Passcode: **625080**

Q&A

Reminder: Please enter your agency name in the chat box for attendance

Thank you
Have a great day!

Next User Meeting: Oct 5th