

## OC HMIS User Meeting Webinar Minutes 10/5/22

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### Agenda Items

#### ***Duplicate Client Records***

In effort to merge duplicate client records, the HMIS Team sent a spreadsheet to agencies for review.

- Identify if the client profiles are of the same client, if so please indicate they are duplicate records and which is the primary profile.
- Upload into DropBox and notify the HMIS Team by submitting a Helpdesk ticket by Oct 14th
- Friendly reminders and tips to avoid duplicate client records:
  - Before creating a new client profile [search to see if a client record already exists](#).
  - Run the Duplicate Clients Report to identify potential duplicate client records. Submit a ticket to the HMIS Helpdesk to merge the duplicate records

### ***Agency Set Up Reports***

Projects are set-up in HMIS using information supplied from the [New Agency/Program Set-Up Form](#). This includes: Program Descriptors, Bed Inventory and Funding Sources.

- To ensure continued HMIS data accuracy, this data is being provided for all existing projects during your Agency Audit.
- Download and validate the data in each file based on current project contracts. Submit corrections and updates during your agency audit or [Submit a Ticket](#) to the HMIS Helpdesk.

### ***HMIS Account Log In***

Please review the [Troubleshooting Logging into HMIS KB](#) for additional information.

If you receive an error that your account has been disabled due to inactivity, or if you receive the email below, your HMIS account has been deactivated.

- This will occur if you have not logged into HMIS for 60 days, or if your account was reactivated and you did not log in within 24 hours.
- If you have not logged into HMIS within 60 days you will need to complete the [required HMIS Trainings](#) to gain access to HMIS. If your account was reactivated and you did not log in within 24 hours, please ask your Agency Administrator to submit a ticket to reactivate your account.

There’s an update to the Account Update Form. A question is added: Has this user ever had an HMIS account at any agency that has participated or is participating in OC HMIS?

- This is to notify users that if their account is transferred to a new agency, they will need to log in within 24 hours if their account was inactive for a period of time and was reactivated with their current agency.

### ***Data Quality Report Cards and System Performance Measures***

- We will be sending out Q3 Data Quality Report Card Corrections in the coming week so please be on the lookout for that email! Along with the Data Report Card Corrections, we will also be sending out System Performance Measures Corrections. Instructions on both Corrections will be included on the email. These Corrections will be due 2 weeks from the date that the email was sent out.
  - Data Quality Report Cards
    - 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.
    - 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.

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### ○ System Performance Reports

- Measure 1a: Counts Length of Stay (LOS) for ES and TH projects. For ES, please review highlighted LOS over 30 days. For TH, please review highlighted LOS over 180 days.
  - For ES Night-By-Night projects LOS is determined by counting the number of bed night services in the enrollment. To correct LOS, add or remove Bed Night services as needed.
  - For ES entry/exit and TH projects, LOS is determined by counting the number of days between Project Start and Project Exit, or the Reporting Period End Date. Edit the Project Start or Exit Dates as needed to correct LOS.
- Measure 1b: Counts length of time between Approx. Date Homelessness Started and Project Start Date + LOS for ES/TH or length of time between Project Start Date and Housing Move-In Date for PH projects. Please review clients with highlighted Length of Homelessness longer than 365 days. Edit the Approx. Date Homelessness Started and Housing Move-in Date fields as needed to correct Length of Homelessness.
  - Approximate Date Homelessness Started: The date the client’s current episode of homelessness began. This means that the client has not had a break in homelessness of 7 days or more in temporary or permanent housing, or a break of 90 days or more in an institutional setting since the Approximate Date Homelessness Started Date.
  - Housing Move-In Date: The date the client moves into a permanent housing unit.
- Measure 2: Indicates whether or not a client returned to the homeless system after exiting to a permanent housing destination. Please review all the highlighted returns to homelessness during the reporting period. Review the Project Start and Exit dates of the enrollments to ensure accuracy.
- Measure 4.3 and 4.6: Determines whether or not clients in CoC Funded permanent housing projects reported increased income during their enrollment or at exit. Please review all the highlighted incomes that did not increase during the reporting period, and correct the client’s monthly income at Entry, Annual Assessment, or Exit as needed.
- Measure 7a1: Determines the number of clients that exited Street Outreach projects to successful destinations. Please review all highlighted unsuccessful exits for during the reporting period, and correct the Destination field as needed.
- Measure 7b1: Determines the number of clients that exited Emergency Shelter, Transitional Housing, and Rapid Re-Housing projects to permanent housing destinations. Please review all highlighted unsuccessful exits for during the reporting period, and correct the Destination field as needed.
- Measure 7b2: Determines the number of clients that stabilized in permanent housing during the reporting period. This includes clients that exited to permanent housing destinations and clients active in the project with a Housing Move-In Date. Please review all highlighted unsuccessful exits for during the reporting period, and correct the Destination field as needed.
- If you have any questions, please do not hesitate to submit a ticket to the HMIS Help Desk!

### ***Updating Disabling Condition***

When you need to update a client’s disabling condition there are different processes based on the type of update that is needed.

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- If the client always had a disabling condition but it wasn't noted in their program enrollment then you would update the enrollment screen.
- If the client had a change in their status after the enrollment then you would add a Status Assessment with their disabling condition.
- For additional information, review the [Disabling Condition Field KB](#)

### ***Individual Shelter Bed Reservation Update***

Jasmin Miranda from the Office of Care Coordination has provided a brief update on the Individual Shelter Bed Reservation.

- CES Partner Documents and Resources (for homeless verification):  
<https://ceo.ocgov.com/page/ces-partner-documents-and-resources>
- The Shelter Bed Reservation System for individual households has been live and accepting households onto the Bed Reservation Community Queue since September 20th, 2022.
- Match emails for Huntington Beach Oasis are currently ongoing with a move-in date starting October 4th, 2022
- Occupancy for Anaheim North Harbor will start approximately Mid October. Match emails will start being sent out within the next two weeks.
- Questions about bed reservation can be sent via email at [CoordinatedEntry@ocgov.com](mailto:CoordinatedEntry@ocgov.com)

### ***Bed Reservation Opportunity Update***

Two new custom fields have been added to the program opening screen for housing agencies adding opportunities to the bed reservation system

- These two new fields can be used to distinguish whether the opportunity is for family or individual bed reservation
- For more information, please refer to the [Community Queue for Housing Agencies KB](#)

### ***Bed Reservation Assessment Update***

Four Assessment Questions have been added to the Bed Reservation Assessment for both Family and the New Individual Bed Reservation Project:

- Assessment Date
- Assessment Level
- Assessment Location
- Assessment Type
- Please refer to the [Adding Households to the Bed Reservation Community Queue](#) KB for additional information.

### ***Data & Performance Management Meeting Agenda***

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

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- Coordinated Entry UDE Data Quality Threshold
- OC vs. National CES Referral Success Rates
- PSH/OPH Project Performance Reports

The meeting will take place on Thursday October 13th, 1:30 - 3:00 PM

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

### ***Indigenous Peoples Day Holiday***

- The HMIS Help Desk will be closed on Monday, October 10th in observance of Indigenous Peoples Day.

### ***Q&A***

- Q: If a user has an account from a previous agency, would their email be updated?
  - A: The user account is set up with a username so that will remain the same. The email will be updated to their current email and edit their agency access to their current agency.
- Q: Are we able to see beds available for shelters to send referrals?
  - A: The Housing Availability Report is sent out to the agencies weekly. If you would like to receive this report, please submit a Helpdesk Ticket.

### ***Future Meeting Information***

#### ***November 2022 HMIS User Meeting Webinar***

- Date: Wednesday, October 5th, 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.