OC HMIS User Meeting Webinar Minutes
3/1/23

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Agenda Items

System Performance Measure (SPM) Report

HUD requires CoCs to measure their performance as a system on an annual basis.

HMIS Project Types: Safe Haven, Street Outreach, Emergency Shelter, Transitional Housing, and Permanent Housing (including Permanent Supportive Housing, Rapid Rehousing, and Other Permanent Housing).

Some takeaways from the SPM: [SPM Year over Year & 2021 - 2022 Submission Reports](#)

Measure 2 looks at the percentage of clients who exit to a PH destination and return to homelessness.

- The chart is OC's score for total returns to homelessness within 2 years which is 17% for the current report period. This is a 7% increase from 10% but this is likely due to more data being available in HMIS.

Measure 3 directly assesses a CoC's progress toward eliminating homelessness by counting the number of people experiencing homelessness both at a point in time and over the course of a year. The goal for this measure is for the total counts of people experiencing homelessness to decrease each year.

- Orange County is experiencing lower rates of homelessness compared to SD, LA & LB but is higher than Riverside and San Bernardino

Measure 5 allows CoCs to track and assess whether they are effectively reducing the number of people who become homeless by analyzing the number of people experiencing homelessness for the first time. The goal for this measure is for the number of people experiencing homelessness for the first time to decrease each year.

- New permanent housing opportunities have allowed more clients experiencing homelessness for the first time to be served. There has been an increase in clients entering ph for the first time over the past couple years, and that has correlated with the ph inventory, this past year there's been an increase in ph inventory which is mostly due to an increase of emergency housing vouchers opportunities.

Measure 7 allows CoCs to track clients exiting to successful destinations or for those enrolled in Permanent Housing projects, their ability to maintain Permanent Housing. OC Emergency Shelter, Transitional Housing, and Rapid Re-Housing projects are generally more effective at exiting clients to permanent housing than projects across California.

Updated Agency List on HMIS Consent Form

The Consent to Share Protected Personal Information Form has been updated on our website to include an up-to-date roster of HMIS-participating agencies. The Form is available in English, Spanish and Vietnamese.

Release of Information - Households with Children

Uploading ROI as an Attached PDF - This will prompt the end user to upload the PDF, which must be the Consent To Share Protected Personal Information form.

For households with minor children, make sure the Head of Household's (HoH) attached PDF contains the minor children's information. Each minor child in the household should be included on the same attached PDF.

The ROI for the minor children can be set to Household. The pdf doesn't need to be uploaded for each minor child since the signed pdf is attached to the HoH's record.

Accessing and Completing Release of Information (ROI) Page KB.

Name Data Collection

During collection of the client's information in HMIS, transgender clients may have more than one name.

- For the First Name, Middle Name, and Last Name, you should enter their **legal name** so profiles are not duplicated.
- If the client wants to be called by a different name, you should enter this information in the Alias field.
- You can also add a Public Alert indicating the client would prefer to be called by their alias.

For information on Adding a Client Profiles to HMIS, please refer to the knowledge base article Adding Client Profiles to HMIS

Reassigning Case Managers

HMIS will automatically assign the HMIS user who enrolled the client into the program as the client's Case Manager. Follow these instructions on the Reassigning Case Managers Knowledge Base article on more information on how to reassign a client to another user.

Sending Client Information to HMIS Helpdesk

Client Identifying Information, also known as Personal Protected Information (PPI), is a category of sensitive information that is associated with an individual person. This information should be accessed only on a strict need-to-know basis, handled and stored with care.

This category includes but is not limited to: First Name & Last Name, Date of Birth (DOB) and Social Security Number (SSN).

Please refer to the Sending Client Information to the HMIS Help Desk Knowledge Base article for more information on this process.

Searching Up Client Records

Before creating a client record, please make sure to search for the client to avoid duplicate profiles.

- When searching for a client, enter partial first and last names. You can also search by complete or partial SSN, DOB, and Aliases.
- The system will automatically search the database and display potential clients that match your criteria.

Duplicate Client Records

If a duplicate client record is identified, Agency Admins should submit a support ticket to the HMIS Team to merge the duplicate client records. When submitting the ticket, AA's should identify which profile is the primary record. We recommend AAs to perform the following to avoid duplicate record creation:

- Tip 1: Run the Duplicate Clients report on a regular basis to catch these duplicate records
- Tip 2: Provide refresher trainings to the team

For more information, please refer to the knowledge base article Duplicate Client Records.

Data & Performance Management Meeting Agenda

The topics for this meeting include 2023 HMIS Planning and the Homelessness Prevention Project Performance Report.

The meeting will take place on Thursday, March 9th at 1:30 - 3:00 PM
- Click here to Join!
  Meeting ID: 810 9405 7685
  Passcode: 625080

Q&A
- Q: For duplicate clients how do you identify the dominant client profile?
  - A: When comparing two client profiles, you want to identify the client profile with the most complete accurate client information as the primary profile. During the merge, programs and services are merged but the profile information is lost from the duplicate profile. The primary profile should have the full name, SSN, date of birth, and ROI as the most complete profile.

- Q: Would you be able to provide the slides?
  - A: The slides are available on our website under the following tab, User Meeting Materials

Future Meeting Information

April 2023 HMIS User Meeting Webinar

- Date: Wednesday, April 5th, 2023
- Time: 10:00 AM - 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.