OC HMIS User Meeting Webinar Minutes
05/01/24

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Agenda Items

HIC/Sheltered PIT Updates

There were system errors with HDX and the timeline will be adjusted. Agency Admins received a follow up email by Friday, April 26th to review their agency's HIC PIT data compared to the HDX data entry.

Agencies must provide confirmation by the EOD Tues, April 30th.

The HIC PIT submission process will start May 3rd.

Non HMIS Agency Admin Ticket Submission

The HMIS Helpdesk asks that HMIS Agency Admins (AAs) kindly remind users to send all questions to the HMIS AAs so they can send in a ticket to HMIS regarding any issues.

This is so HMIS AAs can assist users with any questions or concerns and are aware of any changes made to their program.

Users are encouraged to review the [Knowledge Base Library](#) prior to reaching out for support as there may be an article with guidance on how to address the user's questions.

Duplicate HMIS Client Records

The HMIS Helpdesk team will be uploading an agency duplicate records spreadsheet into DropBox Monday, May 6th. Agency Administrators will need to review and provide updates if the profile should be merged or not by Wednesday, May 15th.

When reviewing the client profiles to be merged you will need to pay attention to certain fields.

- You should look at the client name but as certain names can be common you will need to review other fields.
- The SSN and Date of Birth are very unique fields which can identify a profile as a duplicate.
- Also looking at enrollment data and uploaded files may also be helpful.

Shared Custody for Program Enrollment

The HMIS Help Desk had a question about shared custody for a program enrollment and wanted to share the findings with the community.

Clarity does not allow for dual global household enrollments.

- The parent/guardian with more custody should have the child enrollment with them.
- If the custody is 50/50, the agency will need to review and pick one of the parents/guardians to have the child enrolled under the global household/program household.

Overlapping Enrollments

Clients should have not have overlapping residential projects enrollments:

- This is physically impossible
- An overlap in residential projects enrollments would read as a client physically being in 2 beds at the same time

The [LSA Data Cleanup: Overlapping Enrollment Dashboard](#) is a helpful report to support agencies with data clean up. For additional guidance, you can reference [HUD's HMIS Dual Enrollment & HIC Duplicate Inventory Training Resource](#).

Program Transition between two Rapid Rehousing Programs

When a client's RRH enrollment ends and they are transitioned to a new RRH project to continue their

services, the new RRH project enrollment Start Date and Move-In Date should match.

These cases occur when an agency's RRH funding ends and the client is thereafter served by another RRH project. The Project End Date and Start Date between the two projects should only have a difference of one day.

Data Quality

Agency Administrators are responsible for monitoring data quality at their agency throughout the year. Agency Administrators should utilize the Data Quality Reports present in HMIS to identify potential data quality issues. These reports can be found in Clarity by navigating to:

Reports >> Report Library & Data Quality Reports

In addition, the LSA Data Clean Up Dashboards may also be utilized for users to identify data quality issues. More information about these reports can be found in the Reports KB Library.

CoC Dashboard and Data Quality Report Cards

The CoC Dashboard which contains information on clients who were active in HMIS or who contacted 211OC for Information and Referral will be updated to reflect Q1 (Jan - Mar 2024).

The Q1 Data Quality Report Card will be published shortly. A link to the report card will be included in our upcoming newsletter. The Report Cards look at the following: Data Completeness, Data Accuracy and Data Timeliness.

Project Performance Reports

The Project Performance Report (PPR) for Rapid Re-Housing will be published on the OC HMIS website in the upcoming weeks. Current and past PPRs can be found at on the Orange County HMIS website: OCHMIS Website> Reports > Project Performance Reports

Corrections for the Transitional Housing PPR draft data will be uploaded into DropBox in the upcoming weeks.

The Project Performance Overview is a helpful document which provides important information regarding the PPRs including the thresholds for each goal and our publishing schedule.

Data and Performance Management Meeting

The meeting is hosted quarterly, please review the calendar for upcoming meeting info.

Agenda:

- Quarterly Project Performance Review and Discussion: Emergency Shelter, Street Outreach and Homelessness Prevention
- Quarterly Data Quality Report Cards
- Data Quality Process

Wednesday, May 8th @ 10am - 11am
Click here to Join!
Meeting ID: 857 7837 0017
Passcode: 463529

Listening Session: HMIS Agency Access

Local CoC and HMIS Committees have discussed the possibility of expanding on the HMIS Agency Access policy to consider community partners that offer care coordination and services but the organizations are not homelessness service providers.

1. Are there specific organizations that the CoC should consider granting access to?
    a. Medical Providers
    b. DV Survivor Providers
    c. Others?
2. Would these organizations be offered limited participation requirements, like Read Only access?
    a. Read Only Access: Organization would have access to review client profiles to offer care coordination with service partners, but would not contribute any data
3. What would be the benefit of Read Only access?

Holiday

The HMIS Help Desk will be closed on **Monday, May 27th** in observance of **Memorial Day.** Our Team will be back in the office the following business day to assist you on Tuesday, May 28, 2024.

Q&A

Non HMIS Agency Admin Ticket Submissions
- Q: Is the agency administrator notified of a non HMIS Agency Admin ticket submission?
    - A: Yes, an automatic message is sent to the user and the agency administrator is cc'd on the message so that the agency admin can support their team.

Overlapping Enrollments
- Q: Will we be informed if there's dual enrollment? Or is there a warning when that happens?
    - A: As of right now, the system does not have a warning. Clarity has the LSA Data Cleanup: Overlapping Enrollment Dashboard that users can run the report on a regular basis to identify

the clients that have overlapping enrollments. The other option is to review the client's program enrollments under the Program tab for active enrollments.

- Q: If we find out if there's an existing enrollment that overlaps, do we inform HMIS Helpdesk?
    - A: You should contact the other agency that has the active enrollment so that corrections can be made. If your agency does not have the other agencies information you can submit a Help Desk ticket so we can provide the contact information.

Program Transition Between Two Rapid Rehousing Programs

- Q: This also can occur with CoC program transfers - so is that no longer an error? For Rapid Rehousing, we transfer clients to another unit so there is no gap for the project end date and the start date of the new project is the same. Will this cause an error?
    - A: If they are staying within the same grant or funding source and they aren't changing programs that don't need to be captured in HMIS. Because there is no gap in their housing.

Data Quality

- Q: In the case where a member of the household does not have a SSN - but rather a residency card - there is not an option to state that in Client profile - Partial SSN used - can there be an option that states client does not have SSN? We capture the residency card number in our system.
    - A: The SSN field is only to record the client's social security number and not the residency card. Clients that don't have an SSN, the response option "Client doesn't know" should be selected. Please review the HMIS Data Standard for additional guidance.

Future Meeting Information

June 2024 HMIS User Meeting Webinar

- Date: Wednesday, June 5th, 2024
- 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.