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Welcome!

May 2024

OC HMIS User Meeting

JOURNEY 100



Agenda

1. HIC/Sheltered PIT Updates
2. Non HMIS Agency Admin Ticket Submission
3. Duplicate HMIS Client Records
4. Shared Custody for Program Enrollment
5. Overlapping Enrollments
6. Program Transition between two Rapid Rehousing Programs
7. Data Quality
8. CoC Dashboard and Data Quality Report Cards
9. Project Performance Reports
10. Data and Performance Management Meeting
11. Listening Session: HMIS Agency Access
12. Holiday
13. Q&A
14. Office Hours

HIC/Sheltered PIT Updates

Update: There were system errors with HDX and the timeline will be adjusted. Agency Admins received a follow up email by Friday, April 26th.

Thank you all HIC PIT participating agencies for your ongoing support!

- Agencies will receive their final HIC PIT submission to compare to HDX upload
 - Provide confirmation by Tues, April 30th
- May 3rd - HIC PIT HDX submission



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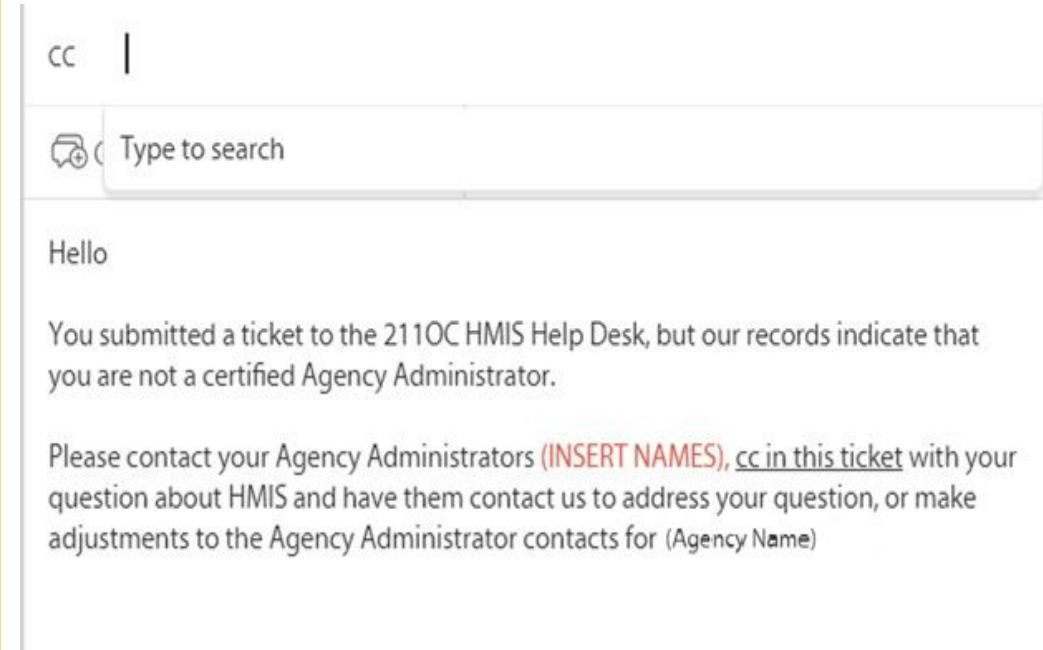
Non HMIS Agency Admin Ticket Submissions

We have been receiving an influx of HMIS tickets from non agency administrators.

We ask that you kindly remind users to send all questions to Agency Administrators so they can send in a ticket to HMIS regarding any issues.

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

Here is an example of a message the user would receive back to have them address any issue to their agency's Agency Administrator.



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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.

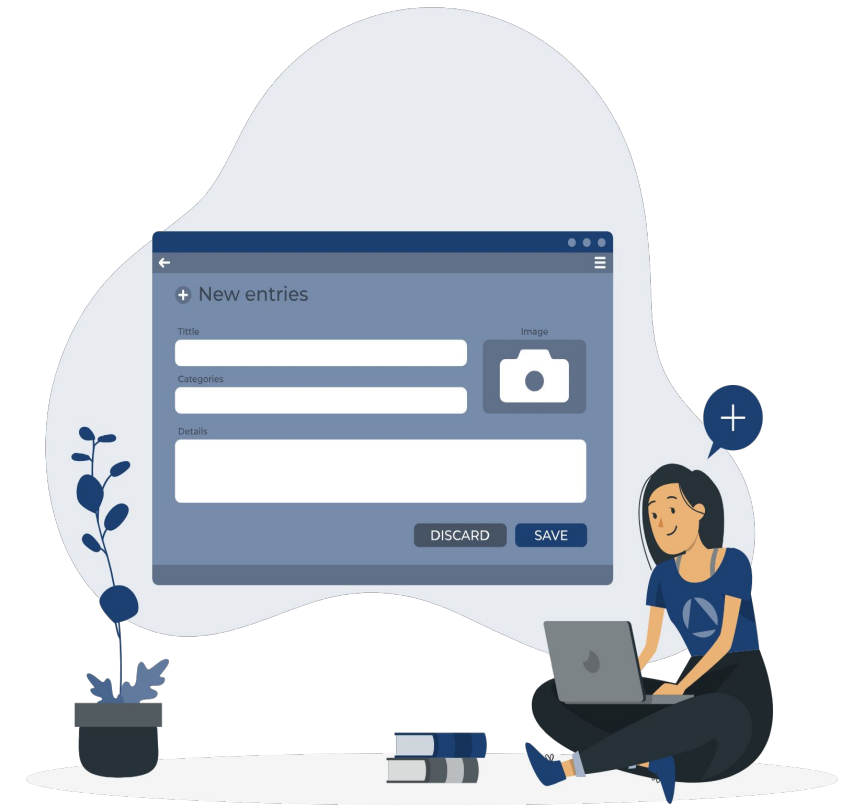
- You should look at the client name but as certain names can be common you will need to review other fields.
- The SSN and Date of Birth are very unique fields which can identify a profile is a duplicate.
- Also looking at enrollment data and uploaded files may also be helpful.



Shared Custody for Program Enrollment

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 parent/guardian to have the child enrolled under the global household/program household.



Overlapping Residential Project Enrollments

Clients should not have overlapping residential project enrollments:

- This is physically impossible
- An overlap in residential project 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](#)



LSA Data Cleanup: Overlapping Enrollment Dashboard

LSA Data Cleanup: Overlapping Enrollments 9m ago

Analysis Period: is from 2022/10/01 until 2023/10/01

Overlapped Program CoC: is not Bitfocus

Overlapped Agency Name: is not System or Bitfocus System or Bitfocu...

Overlapped Program Name: is any value

Overlapped Project Type: is Emergency Shelter – Entry Exit or PH – H..

Overlapping Enrollment CoC: is not Bitfocus

Overlapping Agency Name: is any value

Overlapping Program Name: is any value

Overlapping Project Type: is Emergency Shelter – Entry Exit or PH – H..

Entry/Exit Enrollment Overlaps

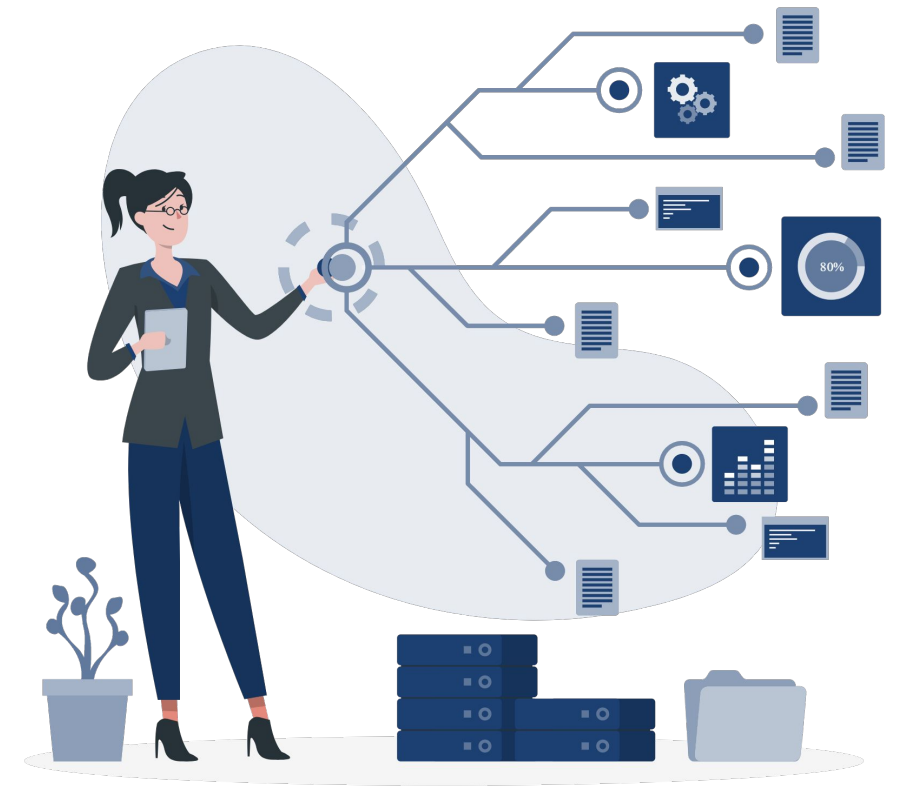
Overlapping Enrollments

Unique Identifier	Client ID	Overlapped Agency Name	Overlapped Program Name	Overlapped Project Type	Overlapped Enrollment ID	Overlapped Project Start Date	Overlapped Household Move-in Date	Overlapped Project Exit Date	Overlapping Agency Name	Overlapping Program Name	Overlapping Project Type
1	Client A	Agency A	Emergency Shelter A	Emergency Shelter – Entry Exit	178089	2022-02-28		2023-01-09	Agency B	Rapid Re-Housing B	PH – Rapid Re-Housing
2				Emergency Shelter – Entry Exit	260284	2022-10-07		2023-01-24			Emergency Shelter – Entry Exit
3				Emergency Shelter – Entry Exit	224471	2023-01-23		2023-08-19			PH – Rapid Re-Housing
4				Emergency Shelter – Entry Exit	223357	2023-01-09		2023-07-07			PH – Rapid Re-Housing
5				PH – Housing Only	199653	2022-08-04	2022-08-04	2023-07-25			Emergency Shelter – Entry Exit
6				Emergency Shelter – Entry Exit	190514	2022-06-16		2022-10-20			Emergency Shelter – Entry Exit
7				Emergency Shelter – Entry Exit	217224	2022-12-06		2023-04-27			PH – Permanent Supportive Housing (disability required for entry)

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.



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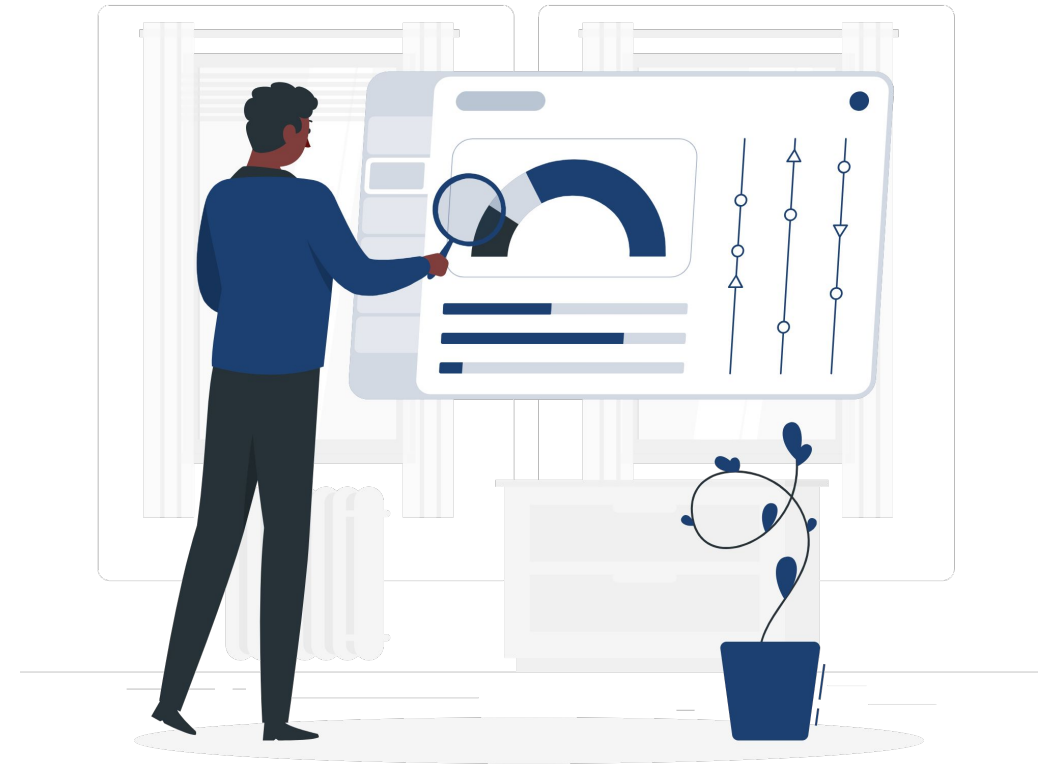
Data Quality

Agency Administrators (AA's) are responsible for monitoring data quality at their agency throughout the year. AA's should utilize the Data Quality Reports present in HMIS to identify potential data quality issues. These reports can be found 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](#).



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[HUDX-225] HMIS Data Quality Report [FY 2024]

Reports >> Report Library >> HUD Reports >> [\[HUDX-225\] HMIS Data Quality Report \[FY 2024\]](#)

Q2. Personally Identifiable Information (PII)					
Program Applicability: All Projects					
Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Name (3.01)	0	0	0	0	0.00%
Social Security Number (3.02)	112	3	15	130	17.71%
Date of Birth (3.03)	0	0	1	1	0.14%
Race and Ethnicity (3.04)	4	0		4	0.54%
Gender (3.06)	0	0		0	0.00%
Overall Score				134	18.26%

Q3. Universal Data Elements					
Program Applicability: All Projects					
Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Veteran Status (3.07)	2	0	0	2	0.27%
Project Start Date (3.10)			0	0	0.00%
Relationship to Head of Household (3.15)		2	4	6	0.82%
Enrollment CoC (3.16)		0	0	0	0.00%
Disabling Condition (3.08)	4	4	17	25	3.41%

LSA Data Cleanup: Head of Household Data Dashboard

LSA Data Cleanup: Household and Enrollment Data 4m ago

Reporting Period Filter: is from 2022/10/01 until 2023/10/01

Program CoC: is not Bitfocus

Agency Name: is not System or Bitfocus System or Bitfocu...

Program Name: is any value

Project Type: is Emergency Shelter - Entry Exit or Emerge...

Continuum Project: is Yes

Victim Service Provider: No Yes

A. Household Data Issues

A i) Program Enrollment Household with No Head of Household

Program CoC	Agency Name	Program Name	Project Type	Program Enrollment HH ID	Count of Clients in Household	Head of Household Count	Household Members	Household Member Unique Identifiers
1 CA-602			PH - Rapid Re-Housing	128477	6	0		
2 CA-602			PH - Rapid Re-Housing	128663	1	0		
3 CA-602			PH - Rapid Re-Housing	153151	1	0		
4 CA-602			PH - Rapid Re-Housing	162817	1	0		
5 CA-602			PH - Rapid Re-Housing	163060	1	0		
6 CA-602			PH - Rapid Re-Housing	170041	1	0		
7 CA-602			PH - Rapid Re-Housing	174899	3	0		

A ii) Heads of Households Less Than 6 Yrs Old at Project Start/Reporting Period Start (Whichever is More Recent)

Program CoC	Agency Name	Program Name	Project Type	Head of Household Name	Unique Identifier	HoH Current Age	HoH Age at Project Strt	Date of Birth	Enrollment Household ID	Enrollment ID	Project Start Date	Project Exit Date	Enrollment Household Type	Enrollment Household Adult Count	Enrollment Household Child Count	Global/Profile Household ID	Global/Profile Head of Household?	Global/Profile Household Adult Count	Global/Profile Household Child Count
1 CA-602			Emergency Shelter - Entry Exit			5	3	2019-01-05	177717	206440	2022-09-20	2022-10-07	Single Child	0	1	105685	No	1	4
2 CA-602			Emergency Shelter - Entry Exit			1	0	2023-03-18	234225	267376	2023-08-15	2023-12-12	Single Child	0	1			0	1
3 CA-602			Emergency Shelter - Entry Exit			1	0	2022-12-09	190863	219810	2022-12-09	2023-01-06	Single Child	0	1			0	1

CoC Dashboard and Data Quality Report Card

The [CoC Dashboard](#) containing 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](#) (DQRC) 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
- Data Timeliness



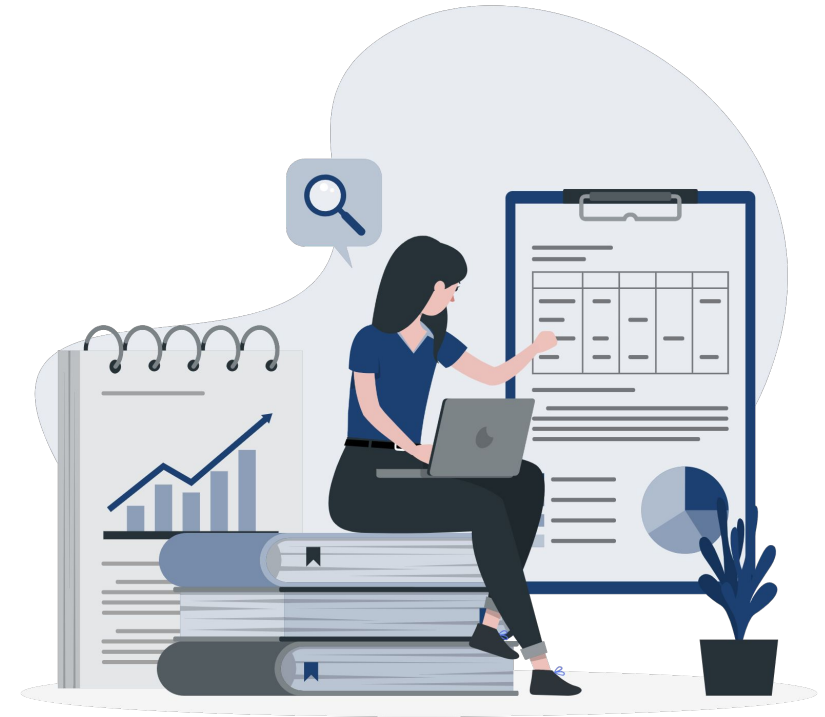
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Project Performance Reports

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.



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Data and Performance Management Meeting

Agenda:

1. Quarterly Project Performance Review and Discussion: Emergency Shelter, Street Outreach and Homelessness Prevention
2. Quarterly Data Quality Report Cards
3. Data Quality Process

Wednesday, May 8th @ 10am - 11am

Click [here](#) to Join!

Meeting ID: 857 7837 0017

Passcode: 463529



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JOURNEY 100



Listening Session: HMIS Agency Access

HMIS Policies and Procedures: V. Agency Access:

1. In order to be granted HMIS Access, an organization must be able to meaningfully contribute information related to homeless assistance projects and/or homelessness prevention projects to the Orange County CoC.
2. An organization that at minimum meets one of the following criteria will be granted access to HMIS:
 - a. Manage a homeless assistance project and has the project included in HMIS to support an increase in bed coverage for the CoC.
 - b. Receive federal and/or state funding for the implementation and operations of a homeless assistance project and/or homelessness prevention project that requires HMIS participation.
3. Organizations that do not meet the above listed criteria will be required to submit an HMIS Access Application for review and consideration by the HMIS Access Ad Hoc to further evaluate the request.



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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.

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

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Holiday Observed

The HMIS Help Desk will be closed on **Monday, May 27th** in observance of **Memorial Day**.

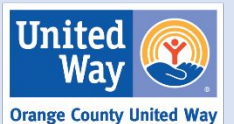
We will be back in the office the following business day to assist you on Tuesday, May 28, 2024.



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Q&A

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



Thank you
Have a great day!

Next User Meeting: June 5th





Throughout 2024, Orange County United Way is celebrating 100 years of impact in our community. We invite you to join us on our year-long Journey to 100 centennial celebration as we prepare for another century of caring for each other The OC Way. Learn more and see how you can get involved.

UnitedWayOC.org/Journey-to-100