

Cambridge HMIS Working Group

February 21, 2023

Agenda

1. Introductions - please introduce yourself in the chat
2. Announcements and Updates
3. Using the Contact tab for Housing Navigators, other staff info
4. Software Reminders
5. FY2024 Data Standards Update
6. Data Review
7. HMIS training question

Introductions

Welcome to some new group members!!



HMIS Announcements and Updates

Reporting, Software, etc.

Report Submission Updates

The Longitudinal Systems Analysis report was successfully submitted to HUD in January!

Thank you for reviewing your data quality and your responsiveness when we had specific questions or requests.

The System Performance Measure (SPM) will be submitted next week
PIT and HIC

PIT was on 1/25/23

Full PIT and HIC - unsheltered, sheltered, inventory - due at end of April

HUD reporting change – “engaged” client records and DQ

For reporting, records with dates are included in data quality stats; null date field records are excluded. But this is just for SO projects.

HUD REPORTING CHANGES			
	A	B	C
	Category	Count of Clients for DQ	Count of Clients
1			
2	Total number of persons served		
3	Number of adults (age 18 or over)		
4	Number of children (under age 18)		
5	Number of persons with unknown age		
6	Number of leavers		
7	Number of adult leavers		
8	Number of adult and head of household leavers		
9	Number of stayers		
10	Number of adult stayers		
11	Number of veterans		
12	Number of chronically homeless persons		
13	Number of youth under age 25		
14	Number of parenting youth under age 25 with children		
15	Number of adult heads of household		
16	Number of child and unknown-age heads of household		
17	Heads of households and adult stayers in the project 365 days or more		

APR/CAPER Changes – Q5a

- Issue: The universe on Q5 and Q6 series of questions are limited to only reporting data quality on outreach participants with a date of engagement. This is limiting Street Outreach projects' ability to compare total persons served to totals in Q5a Report Validations table.
- Solution: Add column to Q5a that includes all participants, including those with out a date of engagement.

How this change appears on HUD reports

HMIS Data Quality Report [FY 2023]

CoC Category Filter: Program CoC
Date Range: 01/01/2023 thru 02/20/2023

Q1. Report Validation Table		
Program Applicability: All Projects		
Category	Count of Clients for DQ	Count of Clients
Total number of persons served	97	159
Number of adults (age 18 or over)	97	159
Number of children (under age 18)	0	0
Number of persons with unknown age	0	0
Number of leavers	1	1
Number of adult leavers	1	1
Number of adult and head of household leavers	1	1
Number of stayers	96	158
Number of adult stayers	96	158
Number of veterans	8	15
Number of chronically homeless persons	67	102

Rehousing Data Collective (RDC) Updates

Cambridge began automated uploads to the RDC in January 2023

- Using csv automator to send data to the warehouse via S3 bucket
- Exports/refreshes of our data set happens nightly

Next meeting of RDC members (CoCs) is 3/1/23 - will vote on requests for data

- United Way seeking quarterly aggregate data reports
- Harvard's Joint Center for Housing Studies - one time request
- MassHealth seeking to flag members experiencing homelessness in the system and ensure that they don't lose coverage if mail is returned
 - If approved, would not go into effect until late 2023; upcoming redetermination letters should NOT be ignored

Cambridge CoC to vote "yes" on all three requests

CE Progress/Expansion

Spring 2022

- Phase 1 Assessment trainings and implementation – assessments began end of March
- First batch of referrals based on Phase 1 Assessment issued in April

Fall 2022

- CE Manager hired (yay!)
- Over 200 Phase 1 Assessments completed
- 42 individuals housed with EHV, 46 pending
- Engaging with HUD Technical Assistance for Coordinated Entry
- Began re-working standardized assessment (hybrid of Phase 1 and Streamlined)

Winter/Spring 2023

- Will turn off Phase 1 by the end of this month
- Streamlined Assessment currently in use will be added to Shelter and SO projects in Clarity and more staff will be trained to complete
- Training info and schedule to be announced shortly
- Hiring 2nd CCAN specialist (yay!)

HMIS Participation Updates

We now have VASH data for our CoC

- First data set from Boston VA was imported into Clarity in November 2022
- These records are locked; not visible to agency provider users
- Improves our score for HMIS participation in annual competition

ARPA funding continues to bring new programs

- ARPA Prevention project in MultiService Center agency
- Housing Navigation and Stabilization projects in CASPAR, HomeStart, First Church

Cambridge Housing Authority Agency

- Has 2 projects within it: CHA EHV and VASH

Using the Contact Tab

New(ish) fields we use to identify Navigator and
Stabilization workers, etc.



The Contact Listing:
Not a HUD field,
but critical for
coordination

Beginning last winter, our CoC began multiple contract with multiple providers for Housing Navigation and Stabilization services –

First Church

HomeStart, Inc.

Baycove, Inc

Last March, Emergency Shelter staff started assessing client within their own projects with the Phase 1 assessment.

In CE case conferencing and beyond, clients have multiple providers engaging and helping them.

How do I know who else is working with my client?

Fiona Apple

PROFILE HISTORY PROGRAMS FILES CONTACT LOCATION

CLIENT CONTACTS

Contact Type	Name	Phone
Client	Fiona Apple	617-555-1234
Housing Navigator	Seymour Housing	617-867-5309

The Care Team also lets you see who is working with your client, but does not give information about staff role.

Favorite Mug

PROFILE HISTORY PROGRAMS FILES **CONTACT** LOCATION

ADD CONTACT

Contact Type

Client



Email

Phone (#1)

Phone (#2)

Active Contact

Private

Client

Emergency Contact

Client Supplied

Case Manager

Mental Health Provider

Primary Care Physician

Pharmacy

Landlord or Property Management

Housing Navigator

Stabilization Worker




Be sure to use this field to:

- See who else who might be working with your client
- Add your own name and role (if it's not there and should be)
- Toggle your listing off when you stop working with someone
- Toggle off someone else at your agency who is no longer there/no longer working with the client

Hashtag Blessed

PROFILE HISTORY PROGRAMS ASSESSMENTS FILES CONTACT LOCATION

Contact Type	Housing Navigator
Name	Connie Shelter Worker
Email	connie@heyconn.notmail
Phone (#1)	617-878-5655
Phone (#2)	XXX-XXX-XXXX
Active Contact	<p>Toggle this off if no longer current. It keeps it listed, but under an "inactive" section.</p> <input checked="" type="checkbox"/>
Private	<input type="checkbox"/>
Contact Date	08/02/2022 
Created by Agency	CASPAR, Inc.
Created by Staff	MC CE Matchmaker
Created on	08/09/2022



Software Reminders

How to deal with certain Clarity situations

ROI Upload Reminder

You may encounter the inability to save either an uploaded or electronic ROI under the following conditions:

Client privacy page shows a “no” for permission and end date is blank.

Client privacy page shows a verbal consent that you want to update, but it’s active and you can’t add the end date

Please reach out to a CHMIS team member for help in these situations. We’ll add the end date.

Aging into Adulthood – and HUD screens*

*Relevant to projects that serve families

When children turn 18 and are part of an active household enrollment in Clarity, HUD data elements need to be updated for them or they will be flagged as missing on APR and CAPER reports.

Fields that must be completed:

- Prior Residence and income questions on entry screen
- Income questions on annual screens

Clarity has a function that alerts assigned staff when a member of a household is about to turn 18. There is also a banner on the enrollment screen. (example)

Overlapping Enrollments

There are a few different types that show up in HMIS

- When needed, we reach out to both providers to investigate and confirm
- We do not always need to correct in HMIS; depends on situation

HUD guidance:

<https://files.hudexchange.info/resources/documents/HMIS-Dual-Enrollments-and-HIC-Duplicate-Inventory-Training-Resource.pdf>

Overlaps you *can* prevent (housing providers)

If a client is in RRH or PSH and has a housing move-in date but is later evicted, please record this sooner rather than later in HMIS:

- Exit your client to whatever destination is applicable with the date that represents first day they were out of the unit.
- If your agency is still working with the client to get them housed again, enroll with a start date = day after previous exit. Leave housing move-in date field blank, until client is rehoused.

Clarification on Procedure for Client Records if Actively Fleeing DV

If record already exists, use it.

- Collect ROI if there is not a current one on file.
- Contact HMIS Lead – email unique ID or send Clarity message
- CHMIS sends email to all staff associated with client's record
- CHMIS de-identifies and adds name and ID to protected tracking sheet, shared with CCAN staff

If client's record not found:

- ROI is needed; you'll create a new record and upload or have electronic sig. version.
- Enter PII and then email HMIS Lead to d-identify
- We will reply back and send you a Clarity message with name and remind you to note the Clarity ID and name outside of HMIS in secure place. We will also add to tracking sheet.

Email example

Client on your case load will be de-identified



Colangelo, Marianne

To ○ [redacted]
Cc ○ [redacted]

Retention Policy Keep Forever (Never)

You forwarded this message on 11/21/2022 10:34 AM.

Re: [https://cambridge.clarityhs.com/client/\[redacted\]-profile](https://cambridge.clarityhs.com/client/[redacted]-profile)

Hello,

This client is actively fleeing DV therefore I will be de-identifying their record today. Please make a note of this outside of Clarity for your records, so you can continue to work with this record. You are all on this email because the client is active in one of your programs.

I'll also be sending you this info via Clarity message and you'll see the client's name.

Please let me know if you have any questions.

Thank you,
Marianne



Mon 11/21/2022 10:28 AM

Expires Expiration Suspended (Never)

Improvements and updates to follow

- HUD TA guidance – OK to identify record and lock within agency
 - If client works with other providers, they will not be able to find in a search, so may cause dupes, but they will be flagged on P&D reports
 - Move forward with newer CE protocols for ensuring safety
 - Ask questions about safety as part of initial intake/triage, e.g.
“Is there violence or conflict in the place you stayed last night or do you feel unsafe?”
 - This includes continued work with Transition House
- We will update our P&P and consent doc language when new policy is established.

Automated Exits due to Housing

(officially called *Auto Exit to Permanent Destination*)

The system automatically records an exit for a program enrollment when either:

- A staff member saves a value for the field *Housing Move-In Date* in the enrollment screen of the Head of Household for any program enrollment type of PH or RRH
- A staff member saves a housed exit *Destination* for any program exit screen.

A pop-up message displays when staff a staff member clicks “save” for one of these scenarios.

A pop-up message appears:

"You entered data indicating that this client is housed. As a result, this client will be exited from Coordinated Entry. Please confirm."

The background features decorative curved lines in shades of blue and green, positioned in the top right and bottom left corners.

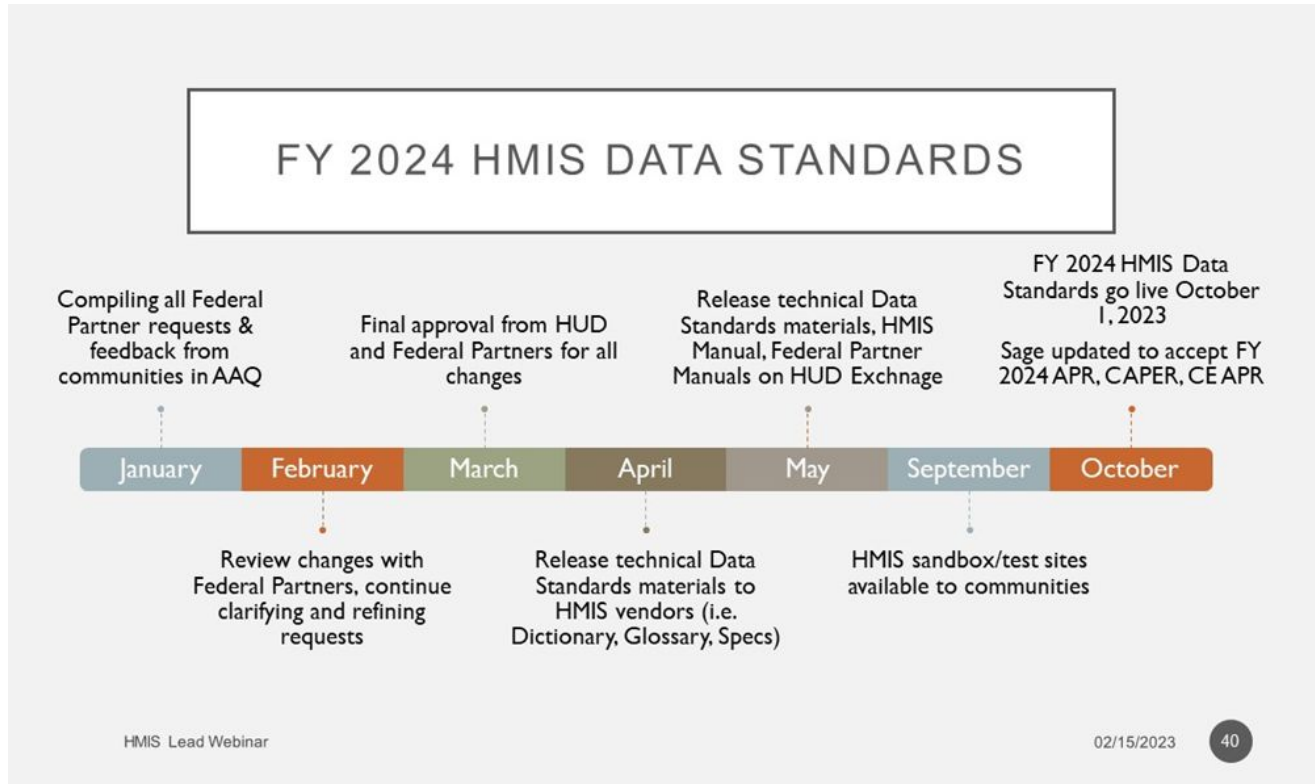
Update on HUD FY 2024 Data Standards changes

Exciting!

HUD's Guiding Principles

- Basing collection on experience of people with lived expertise
- Grounding data collection in equity and inclusion
- Burden on client
- Burden on provider staff (e.g., cost to implement changes)
- Agency legal requirements (e.g., statute, regulations)
- Agency reporting requirements (e.g., PRA)
- Consistent data collection across federal partners
- Simplest way to collect the necessary data
- Data that will improve how you operate and coordinate services

Timeline



HUD FY 2024 HMIS Data Standards

Proposed changes highlights (profile screens):

- Race and ethnicity combined into multi-select picklist
- Adding a preferred language field
- Response option updates to gender field and adding “transgender experience” yes/no field
- Only last 4 of SSN will be required for HUD funded projects

HUD FY 2024 HMIS Data Standards

Other highlights (“draft changes and not yet approved”):

- Health Insurance responses will be reworded
- Retiring C1 “wellbeing” questions
- Adding sexual orientation question to PSH enrollments
- Regrouping destination responses
- Consolidation of required fields on CE Assessment (4.19) and CE Events (4.20)
- Current living situation and date of engagement field updates “possible” for SO projects

So long, well-being questions!

WELL-BEING

Client perceives their life has value and worth.

Strongly agree



Client perceives they have support from others who will listen to problems.

Strongly agree



Client perceives they have a tendency to bounce back after hard times.

Strongly agree



Client's frequency of feeling nervous, tense, worried, frustrated, or afraid.

Not at all



GENERAL HEALTH STATUS

General Health Status

Very good



The background features two large, overlapping, curved lines. One line is light blue and the other is light green, both with a soft gradient and a slight shadow effect, curving from the top right towards the bottom left.

Review of Data

Cambridge CoC

SNAPS Data Strategies

(HUD's Office of Special Needs Assistance Programs)

SNAPS Data Strategy 1: Improve the capacity of people setting up, operating, and benefitting from data system

SNAPS Data Strategy 2: Data systems collect accurate, comprehensive and timely data

SNAPS Data Strategy 3: Continuums and stakeholders use data to improve efforts to end homelessness

Data Review

EHV Stats

Stella P

Long-term Stayer Exits

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Seeking Feedback

In-Person Trainings?

- Considering possibility of using the 2nd floor conference room at 51 Inman for in person HMIS beginner trainings
- Potential for hybrid in person/virtual trainings or one in person and one virtual training a month
- Allows for spatial distancing for ~5 attendees
- Pros and cons
- Would staff from your agency benefit from this?

Thank you!!!!

Next meeting will be in May - invite to follow