Cambridge HMIS Working Group

August 9, 2022

Agenda

- Announcements
- Clarity Reminders & Updates
- Update on HMIS Trainings
- Summary of Coord. Entry changes and planning
- C-CAN Outcomes Data
- Phase 1 Assessment Data

Announcements

Announcements

- P&D hires
- CoC NOFOs out now
- Rehousing Data Collective
- 2022 HIC/PIT submission
- FY 2024 Data Standards

Not one, but two NOFOs

FY 2022 CoC Program Competition (Annual)

Due September 30, 2022

Last year's award = $5,943,818

Special CoC NOFO to address unsheltered and rural homelessness

HUD's Continuum of Care Supplemental to Address Unsheltered and Rural Homelessness (Special NOFO)

Due October 20, 2022

Special Unsheltered and Rural NOFO

Through this NOFO, HUD will award funding to communities to implement coordinated approaches — grounded in Housing First and public health principles — to reduce the prevalence of unsheltered homelessness, and improve services, health outcomes, and housing stability among highly vulnerable unsheltered individuals and families.

$322 Million

Expectations for Success

CoCs must focus on leveraging the following:

- Housing - new units, partnering with housing authority
- Healthcare resources
- Engaging persons with lived experience to be part of planning

Scoring will include CoCs' data from System Performance Measures paired with describing current strategies for improvement
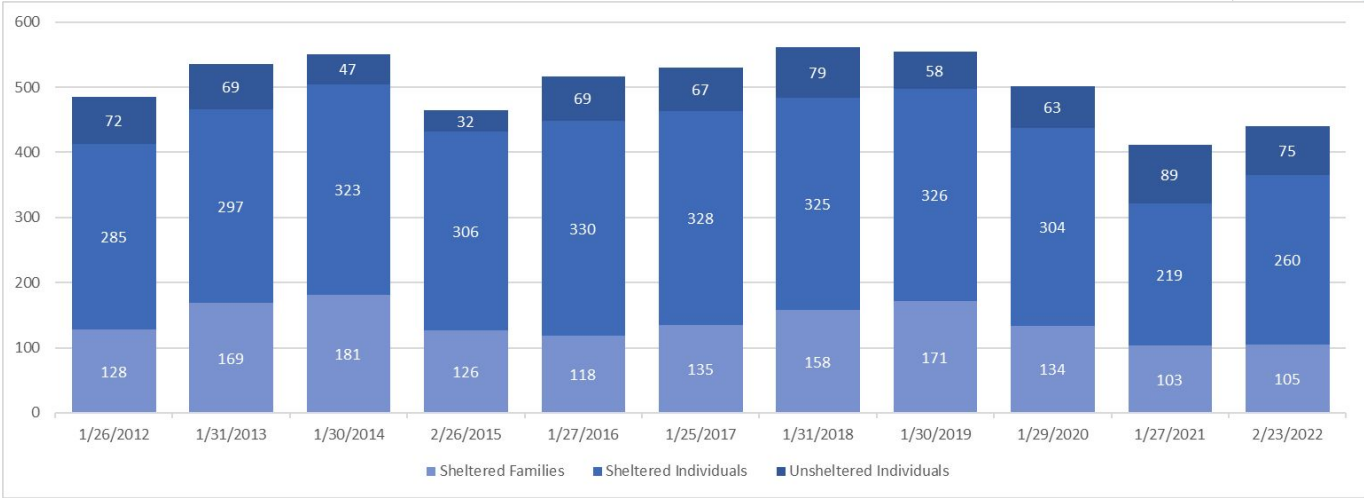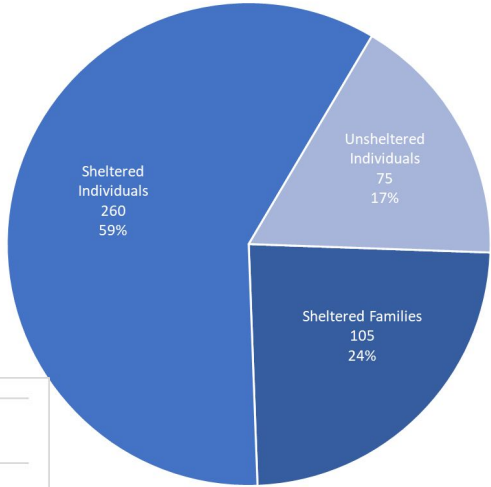
Rehousing Data Collective

The Statewide Data Warehouse - aka Rehousing Data Collective (RDC) now has a public dashboard on mass.gov. Check it out!

[Rehousing Data Collective Public Dashboard](#)

Latest PIT data

FY2024 HUD HMIS Data Standards

HUD and federal partners are reviewing current data standards for a FY 2024 Update

- Partnering with persons with lived experience
- What is the reason we need data?
  - Do we need a complete SSN
  - What are the answers we need to have in order to help someone?
- How do we collect data...
  - in the most culturally sensitive way?
  - in the most trauma informed way?
- Request for community feedback
- Changes released/published in Spring, go live date 10/1/23

Clarity Reminders & Updates

Clarity/Data Quality Reminders

Misleading exit dates:

Project Start   Date of last service   Project Exit

Inactive
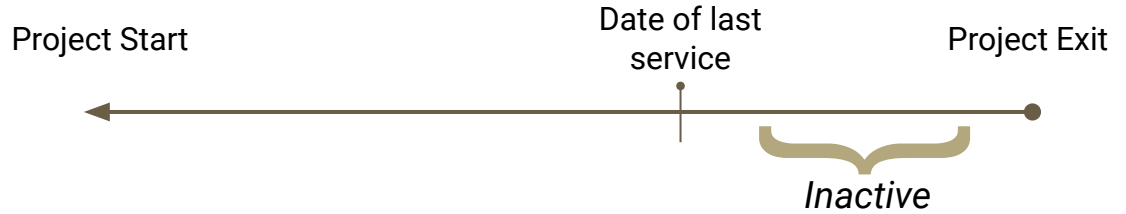
Assigned Staff field
- Please use; more than one staff member can be added if needed

Adding work phone numbers to user profile - visible on Care Team hover

Housing Navigator and Stabilization Worker client contacts
- New client contact type to identify client HNs and SWs
- Staff can add themselves via the client contact tab

Clarity/Data Quality Reminders

Our Community of Origin Section is Live!!

You can query on this info for your programs using most canned reports that show entry data – e.g. program details report, etc. or ask us for a custom report if you'd like easier access that that data.

-

City field data as of this morning

-

	City ^	Number of Clients
1	∅	22
2	Boston	3
3	Bostoon	1
4	Brigton	1
5	Cambridge	23
6	chicago	1
7	Danvers	1
8	data not coll	1
9	Dorchester	2
10	Malden	4
11	Medford	1
12	Natick	1
13	Philadelphia	1
14	Plainville	1
15	Portland	1
16	Rio Grand	1
17	Roxbury	1
18	Somerivlle	1
Totals		70

Clarity/Data Quality Reminders

New Service: EHV Progress

This is used by navigators to record the following steps in the EHV process and can be found in the "Provide Services" tab within a client's enrollment:

- Approved - voucher issued
- Attended briefing
- Attended unit viewing
- Documentation support
- Leased up
- Official move-in date

HMIS Trainings

Current Training Process

1. Sign up for a training session via Eventbrite
2. Receive a confirmation email from Eventbrite with instructions for the prerequisite trainings and links to add a calendar event
3. Trainees must complete the Privacy and Security training and Clarity General Training at least 2 days before the training*
4. Attend four hour live training via GoToMeeting
5. Independently complete a follow-up assignment consisting of a 10 question multiple choice quiz and a training site task within 4 business days*
6. Once completed, trainees are granted a Clarity user license

*Deadlines added recently

Common Challenges of HMIS Trainings

- These are universal challenges across communities
- Basic computer/technology proficiency, especially with video conferencing
- Not completing the required prerequisite trainings on time or not at all
- Not completing follow-up quiz and task
- Never using Clarity after completing lengthy training process
- Not paying attention during training or frequently interrupted
- Trainees do not know what their role is or why they're attending an HMIS training
  - Difficult to explain why HMIS is important without this context
- Sometimes a lack of buy-in from trainees' supervisors

CHMIS Training Stats Since July 2021

Of the **66** individuals who registered for a training since 7/1/21:

- **17** (26%) had attendance/prerequisite issues
  - **10** had to reschedule because they were a no-show or did not complete the prerequisite trainings in time - eventually attended
  - **3** had to reschedule because they were a no-show or did not complete the prerequisite trainings in time - never attended despite multiple signups
  - **4** were no-shows or last minute cancellations with no rescheduling or follow-up

HMIS Training Signups July 2021 - July 2022

Percentage of Signups

- 21
- 7
- 10
- 28

■ Never Followed Through/Inactive   ■ Multiple Reschedulings, Never Attended
■ No-Show/No Prereqs, Eventually Attended
■ Completed Prereqs, Attended Training, Active User
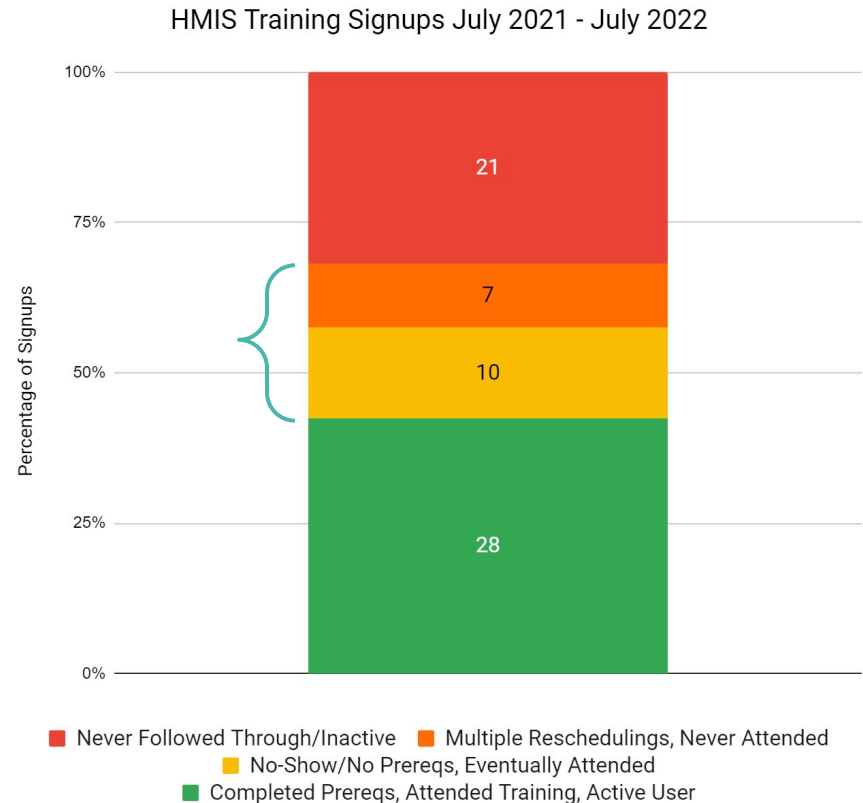
CHMIS Training Stats Since July 2021

Of the **59** individuals who did attend a training:

- **21 (36%)** never followed through or ended up being an active Clarity user
  - **2** were unable to complete post-training assignment
  - **19** never became active users and/or have an inactive account as of July 20

HMIS Training Signups July 2021 - July 2022

Percentage of Signups

- 100%
- 75%
- 50%
- 25%
- 0%

21
7
10
28

■ Never Followed Through/Inactive   ■ Multiple Reschedulings, Never Attended
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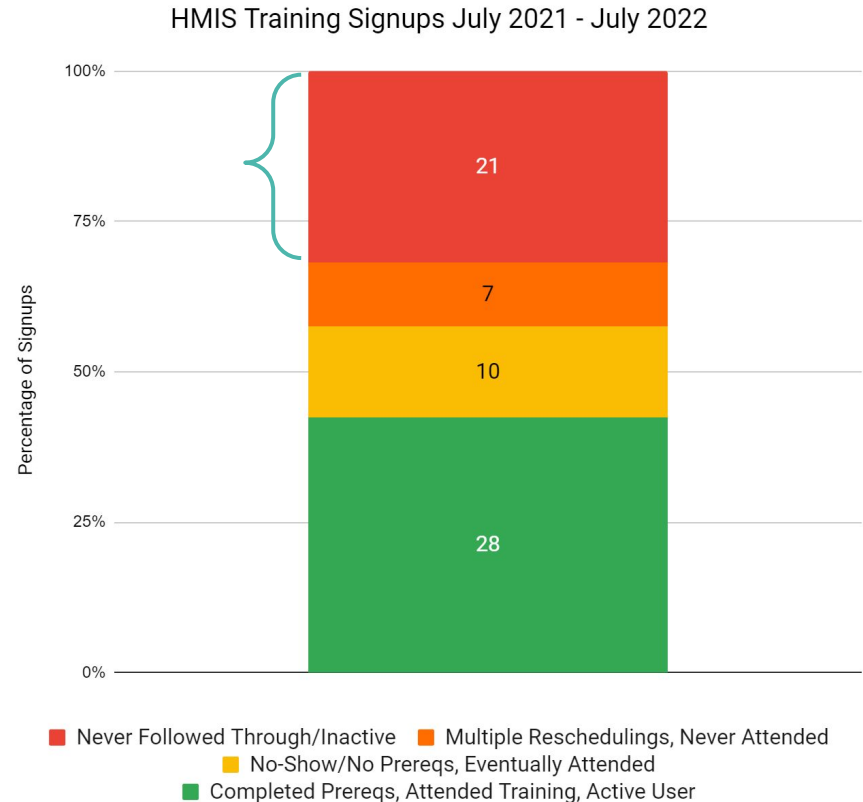
Other Communities' Solutions

- Require supervisors to register their trainees
- Fee for additional computer literacy training when needed
- Fee for no-shows to register again
- "Screening" to prevent staff that will not be able to complete the training or will never become active users from signing up
- More deadlines*
  - Prerequisite completions and post-training assignment
- Stress that HMIS training is difficult and requires a time commitment and suitable (quiet) place to complete the trainings
- Utilizing a Learning Management System (LMS)
  - Moodle - free, open source LMS

Ideas, questions, feedback?

Coordinated Entry

Brief History of Cambridge Coordinated Entry

Then

2017 - 2019 Two assessment tools, complicated scoring

Not fully in HMIS until fall of 2018

2019 - Launch Streamlined Assessment

All assessed get referred to queue

2 Housing Navigators

Partners - CASPAR First Step, HomeStart (Navigators), Eliot.

Data entry all under Coord Access Agency in Clarity.

Now

Multiple Assessments - EHV related, etc.

Multiple queues - pre-queue, PSH/RRH, and EHV

7 Housing Navigators, plus Stabilization Workers funded through ARPA and working across agencies and locations.

Other Clarity projects outside of Coord Access that are dedicated to Housing Navigation and/or Stabilization

Data entry across agencies via Assessments, referrals, services, contacts, files tab

Since our last meeting

Launch of Phase 1 - focus on LOT homeless

Addition of document readiness tracking

We've been using a pre-queue - not prioritizing everyone that gets assessed

We've been using the Care Team and Contact tab sections to identify current navigators, stabilization workers, etc.

CE Evaluation Process

We are working with Abt Associates for technical assistance to improve our CE functions and operations

Holding more regular CE Working Group meetings where we:

- Map our current system process
- Get feedback from stakeholders and persons with lived experience
- Make updates to policies & procedures
- Centering racial equity and best practices with CE

If you are interested in participating, please reach out to Liz Mengers.

Overview of CCAN: 10/1/2020 - 9/30/2021

- 199 clients were assessed with the Streamlined Assessment
- By 6 trained assessors
- All placed on CQ
  - 45 referred to CoC funded housing
  - 18 enrolled (17 housing move-in dates)
  - 31 clients denied*
    - 14 denied by provider
    - 18 denied by client

*Denial numbers do not add up due to some clients having multiple denials or an initial denial followed by placement in program resulting from the same referral

Future Data Content

We are working on standardizing local reports that show different views of data on:

- Demographics - gender, race, ethnicity, community of origin
- Outcomes
- Coordinated Entry - populations in various stages from assessed to housed, etc.
- Deeper look at denial frequency and reasons

What do you want to see?

Coming this Fall!

HMIS Office Hours

Once a month -

      Clarity focused session (every other month)

      Reporting/Looker focused session (every other month)

More details in our next newsletter

Thank you!

Next HMIS Working Group Meeting in October. Invite coming soon!