Cambridge HMIS Working Group

DECEMBER 12, 2023
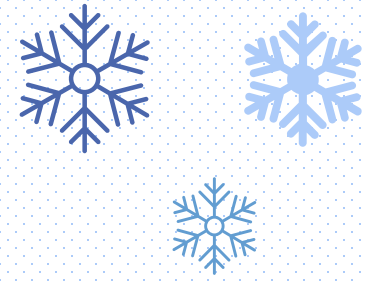
Agenda
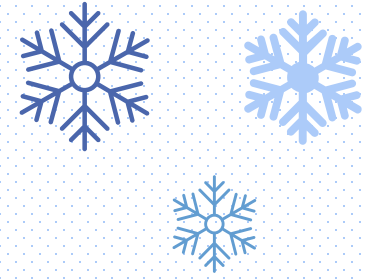
➢ Welcome

➢ Announcements, including PIT and HIC

➢ HMIS Training progress

➢ Review of CCAN Data

➢ Reminders and Clarity Updates

➢ Upcoming HUD Reports

➢ Data Quality Improvement Plan Proposed Changes

Announcements

- **P&D Updates**
  - CoC Planner position to be posted next month
  - New position: [Division Head for Homeless and Housing Services](#) (Dept. of Human Service Programs)

- **NHSDC Conference**

- **Upcoming Point in Time Count**

Upcoming PIT & HIC

POINT IN TIME COUNT

HOUSING INVENTORY COUNT

Annual PIT and HIC

The 2024 Point in Time Count (PIT) will take place on

January 24 or January 31 – TBD

▸The PIT includes all persons staying in Emergency Shelter as well as those sleeping outside

▸The Housing Inventory Count (HIC) coincides with the PIT
- ▸A report on all housing (ES, TH, RRH, PSH) in the Cambridge CoC
- ▸Includes PIT count to calculate occupancy rates on that night
- ▸Accurate counts of available beds and # of persons occupying those beds is important

▸Final report due to HUD in March

A little more about the Housing Inventory Count (HIC)

HUD requires that CoCs report the # of beds <u>occupied</u> on the night of the PIT in conjunction with *all* the bed counts we list on the HIC

This includes Emergency Shelter, Transitional Housing as well as all <u>PSH and other Perm Housing types</u>.

Knowing correct inventory, coupled with timely data entered for entries and exits, gives us the ability to know our vacancy rates for monitoring and for coordinated entry.

HMIS Training

PROGRESS REPORT

HMIS Recertification Trainings

➢ Refresher Training Complete (Thank you!)

- ➢ **56** users attended one of the ten live training sessions held in Sept/Oct
- ➢ **11** users did not attend a live session and needed to watch recording and take quiz
- ➢ **5** users have locked accounts until they take the Privacy and Security training and/or watch the recorded session and take quiz

➢ We will hold refresher trainings annually with next year's content being informed by the most common data quality issues

- ➢ Hope to more easily facilitate process with an LMS

HMIS Beginner Trainings

During last federal fiscal year (10/1/22 - 9/30/23):

- New users were trained across **16** group beginner trainings (not all posted trainings had registrants)

- **44** new user accounts were created, **19** of which are now inactive. **11** staff have fewer than 10 logins and only **one** trainee never logged in

- Switched to Zoom registrations and added in-person trainings (no registrants)

New policy that trainees must complete both prerequisite trainings at least two business days before the live training

- Sharp decrease in the number of training registrants who didn't complete prerequisites in time

Beginner training has been updated for FY24 data standards with brand new slides

E-Gov process in place in order to move to Learning Management System

Expanded CCAN Assessor Training

- Launched in September – expanded assessor training for other providers to increase access points for clients experiencing literal homelessness
  - The Cambridge Streamlined Assessment (our CE assessment) is now being recorded under Emergency Shelter and Street Outreach enrollments in addition to CCAN enrollments

- Trainees watch video, take quiz, meet with CCAN staff for live Q&A session, and then sign the Assessor Agreement

- 18 new assessors have taken training plus On the Rise staff (not HMIS participating)

- Training video has been viewed 65 times

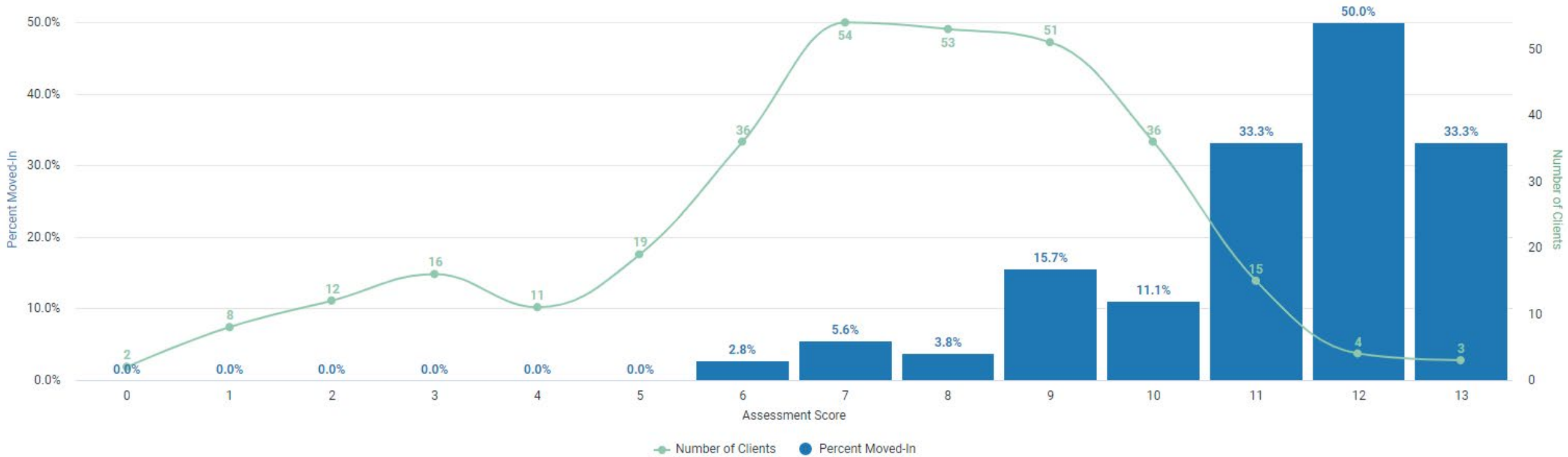CCAN Referral Data

Streamlined Assessments Recorded Over Time

As of 12/5/23
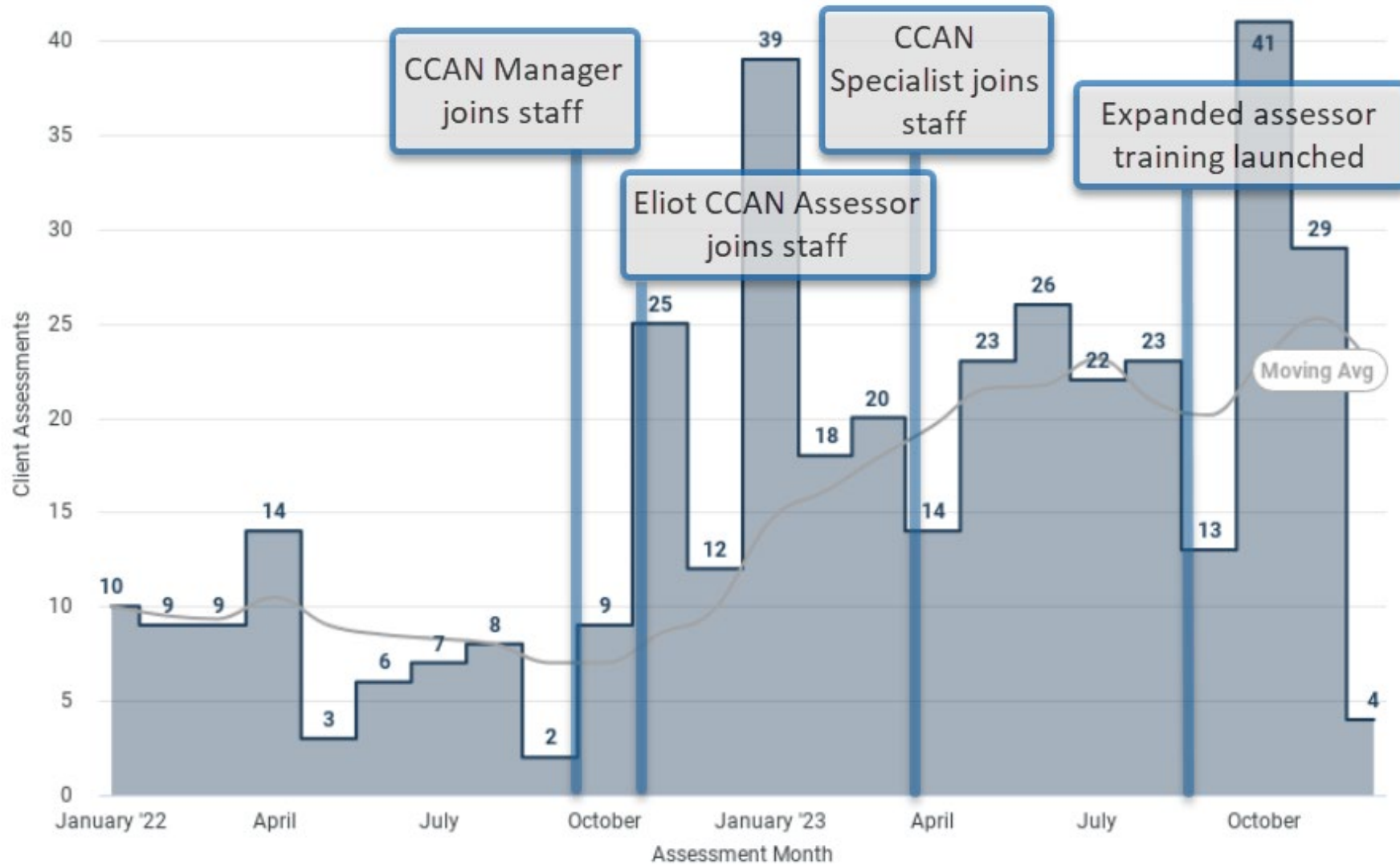
View live data in Looker

Number of clients assessed 10/1/22-12/12/2023 by score; of those, what percentage moved into housing via CCAN PSH referral

Number of Streamlined Assessments Recorded by Agency
7/1/2023-12/12/2023

	Assessment Month ^	Clients Assessed	Clients Referred - Pending/In Process	Clients Accepted	Average Days Pending Before Accepted	Denials	Average Days Pending Before Denial
1	2023-07	22	1	2	33	3	11
2	2023-08	23	0	2	13	4	30
3	2023-09	∅ 13	0	1	7	0	∅
Totals		58	1	5	22	7	22

Status of clients given Streamlined Assessment last quarter

Data Quality Issue on Entry Screen "Other Income Source" misuse

MONTHLY INCOME AND SOURCES

Income from Any Source — Yes

Earned Income

Unemployment Insurance

Supplemental Security Income (SSI)

Social Security Disability Insurance (SSDI)

VA Service-Connected Disability Compensation

VA Non-Service Connected Disability Pension

Private Disability Insurance

Worker's Compensation

Temporary Assistance for Needy Families (TANF)

General Assistance (GA)

Retirement Income from Social Security

Pension or Retirement Income from a Former Job

Child Support

Alimony and Other Spousal Support

Other Income Source — Amount

There are very few situations where this field should be used.

Income, Non-cash Benefits, Health Insurance

Massachusetts specific income sources should be documented under

General Assistance (GA)

- ➢ Emergency Aid to the Elderly, Disabled, and Children (EAEDC)
- ➢ State Supplement Program (SSP)

SNAP Benefits are documented under Non-cash Benefits

Money provided by friends or family is **not** income and does not need to be documented on the enrollment screen

MassHealth = MEDICAID

Update to Referral Status update process

Referral Status renamed to "Current Status" with new edit icon

When you select the edit icon you are prompted to record "New Status"

Upcoming HUD Reports

FOR FEDERAL FISCAL YEAR 10/1/22 - 9/30/23

HUD Reporting Updates

Longitudinal Systems Analysis

- Data cleaning and review began 11/13

- We will be reaching out soon regarding data cleanup (more later)

- Final submission due 1/17/24

System Performance Measures

- HUD announced changes coming, due in February

FEDERAL REPORTING: LSA

A How-To Guide

Bitfocus

WHAT IS THE LSA?

The Longitudinal Systems Analysis (LSA) is a report that provides HUD and CoCs with information about how people experiencing homelessness use their system of care.

The LSA is a large CSV data file pulled from Clarity and uploaded to the HUD HDX, HUD's data submission site.

THE LSA FOCUSES ON THREE KEY PERFORMANCE MEASURES:

1. Returns to Homelessness
2. Exits to Permanent Destinations
3. Cumulative Days Homeless

WHAT IS THE LSA USED FOR?

Communities earn points based on their effectiveness in addressing homelessness, often measured through the LSA report, influencing the allocation of funds according to their ranking in the system.

$ **BETTER LSA DATA = MORE FUNDING OPPORTUNITIES** $

THE LSA TIMELINE

30 SEPT 2023
Reporting Year Ends

13 NOV 2023
LSA Data Collection Opens

TIME TO ADDRESS FLAGS

17 JAN 2024
LSA Final Deadline

2023 LSA REPORTING PERIOD
★ **10/1/22 – 9/30/23** ★

COMMON DATA QUALITY ERRORS CAUGHT BY THE LSA:

- HOUSEHOLD DATA
- INVENTORY
- OVERLAPPING ENROLLMENTS

LSA FLAGS

ERROR FLAGS

- Data is impossible in reality
- Must be resolved
- Explanation notes not accepted

WARNING FLAGS

- Data is impossible in reality
- Should be resolved when possible
- Common data quality issues needing HMIS corrections.
- If data is Accurate, HDX note is needed.

Data Quality Improvement Plan

UPDATES AND NEXT STEPS

Data Quality Indicators

1. Completeness

2. Accuracy

3. Timeliness

4. Consistency

Data Quality Improvement Plan

Major proposed changes:

- ◦ Reports are quarterly for all project types

- ◦ Report change to CAPER/APR in place of HUD HMIS Data Quality Report and Program Outcomes Report

- ◦ Reports Sent to Laura Vitagliano as well as Grant Managers

  - ◦ Instead of completing Plan of Correction (google doc), email correspondence to be accountable for correction plan and notifications when updates have been made

- ◦ Greater emphasis on timeliness

  In 2024 we will meet with each HMIS agency admin to train on using Eva.

Data Quality Improvement Plan

Proposed changes to timeliness:

"All other projects*, regardless of type, must complete entry/exit data no later than the ~~5th~~ 2nd business day after the actual date that the enrollment or exit occurred."

"As Cambridge HMIS is used to track housing vacancies, data entry must be timely in order to reflect actual occupancy and utilization. Permanent Housing and Rapid Rehousing Projects should enter Housing Move-in Date data as soon as possible, or no later than the 2nd business day from the time of actual move-in."

*excluding ES and SO

HUD's Eva Data Quality Tool

What is Eva?

https://hmis.abtsites.com/eva/

Eva is an open-source online application designed to help you assess the accuracy and completeness of your data within the HMIS. It provides client count reporting, project descriptor data quality analysis, downloadable detail, and aggregate data analysis.

How do I use it?

You need to first run a HUD CSV/XML Program Data Export report in Clarity.

Then upload that zipped file into the online tool and it will generate the results!

You can view the results in the app, and/or download the results into Excel

Eva identifies issues that the APR/CAPER does not

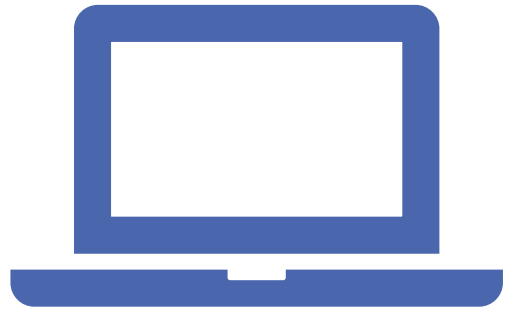Invalid Housing Move-In Date

Possible Missed Move-In Date

Overlapping Enrollments

Entry Precedes Operating Start Date

Future Entry/Exit Dates

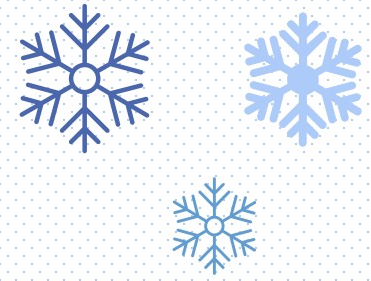Invalid/conflicting Prior Living Situation information

Homelessness Start Date Later Than Entry

Thank you!!!

NEXT MEETING IN MARCH 2024