Cambridge HMIS Working Group

September 12, 2023

Cambridge HMIS Working Group Agenda Sept 12, 2023

- Announcements

- HUD Reporting Updates

- Upcoming mandatory trainings: FY24 HMIS data standards/refresher

- Governance Doc update
  - Data Quality Improvement Plan revisions– suggestions and feedback process

- Discussion and feedback needed on preferred language listing in HMIS

- Data Review – CAPER (year ending 6/30/23) and LSA (about to end – 9/30/23)

Announcements

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- NOFO Update

- CHMIS will be at the NHSDC Conference in October

- CCAN Assessor training launched*

- 2022 AHAR Data for Cambridge was useable*

- Change made to automated exit function for C-CAN (as of 8/30/23)*

- New help documentation for ARPA-funded Stabilization Projects*

- *slide info

C-CAN Assessor Training

- Supervisors can request staff to take the CCAN assessor training using this form: <u>CCAN Assessor Training Request Form</u>

- More info: <u>https://www.cambridgecoc.org/ccan-assessor-training</u>

- Similar to the Phase 1 Assessment procedure, trained assessors who work in shelters or SO projects will complete the CE (Streamlined) Assessment for clients within their own agency's program enrollment.

Positive Exits or Housing Move-in Dates will no longer trigger an exit from C-CAN

Automated Exits from the CCAN Project

Based on Housing Move-in Date or Housed destination entered elsewhere

This option is enabled but there has been feedback that it is problematic because it ends some enrollments for clients that CCAN Navigators are still working with.

- A staff member saves a value for the field Housing Move-In Date in an enrollment screen for any program enrollment with a permanent housing Program Type in the client record
- A staff member saves a "housed" exit destination for any program enrollment exit screen in the client record

A pop-up will display for staff members when they attempt to save a value that will trigger an auto exit due to the client being housed.

The destination answer within the CCAN exit screen depends on the project or destination answer given by the user that completed the precipitating data entry. All other fields in the exit screen will be populate with the value "Data Not Collected."

Usability Results for Cambridge CoC

CoC	ES, SH, TH – Adult Only	ES, SH, TH – Adults and Children	ES, SH, TH – Child Only	RRH -- Adult Only	RRH – Adults and Children	RRH – Child Only	PSH -- Adult Only	PSH – Adults and Children	PSH – Child Only
MA-509	Usable	Usable	Usable	Usable	Usable	Usable	Usable	Usable	Usable

Stabilization Workflow Guidance

For agencies receiving ARPA funding for stabilization services, DHSP has added new requirements for data compliance referenced in contract renewals that are effective July 1, 2023.

[Stabilization Workflow in Cambridge HMIS](#)

Agency Administrators should work with front end user staff to ensure compliance

Quarterly reporting will consist of an APR and review of custom dashboards

HUD Reporting Reminders, etc.

Where we are in reporting season

- CAPER reporting period ended 6/30/23

  - Reports are due on 9/15 within the Sage portal

- Reporting period (9/30/23) about to conclude for the following:

  - System Performance Measures (SPMs)

  - Longitudinal System Analysis (LSA)

  - Coordinated Intake Grant (CE APR due 12/31/23)

- Sage will be updated on October 1st.

- Vendors will have updated the HMIS CSV data set to be in compliance with the data standards

- If you have any APRs that are due before 10/1/23, you should ensure that these are submitted prior to the change.

- If you have APRs due after 10/1/23, they will be in the format of the new data standards. These early reports may have formatting issues because of so many structural changes to the data sets. If your reporting period ended in July or August, submit your report prior to 10/1.

Reporting Warning

Change over to FY24 data standards involves reformatting HMIS program exports and other reporting sources. This will impact report submissions.

Updates to APR & CAPER Reporting Specifications

New questions included based on HUD's priorities in tracking equity-based outcomes.

Training: FY24 updates and refresher

What's in store for the rest of this month and beyond

FY 2024 Data Standards Release Timeline

Vendor updated data standards/adds new templates to training site.

FY24 data standards go live on October 1

Sage updated to accept FY24 APR, CAPER and CE APR

September 18, 2023

September 1st, 2023

October 1, 2023

Vendor adds new templates with new data elements to live site.

Online sessions offered for CHMIS users – attendance is mandatory

Privacy and Security refresher mandatory for all CHMIS users – format is video with quiz

Schedule of Mandatory Trainings in September

18	19	20	21	22
• 12pm Session 1 • 5:30pm Session 2	• 3:30pm Session 3		• 11am Session 4	• 9:30am Session 5

25	26	27	28	29
• 9:30am Session 6	• 2pm Session 7	• 11am Session 8		

These 45-60min trainings will cover the new FY24 Data Standards and an HMIS refresher. All active HMIS users must attend a session. Email will be sent to HMIS admins with Zoom registration links and October dates will be scheduled if necessary.

3.04 Race and Ethnicity

- Combine Race and Ethnicity into single data element. (Eliminated 3.05 data element)
- Added response option for "Middle Eastern or North African" and modified
- "Hispanic/Latina/e/o" response option. Added text box to provide additional detail.

3.06 Gender

- Changed Female to "Woman (Girl if child)"
- Changed Male to "Man (Boy if child)"
- Changed "Gender other than…" to "Non-Binary"
- Added "Culturally Specific Identity (e.g., Two-Spirit)
- Added "Different Identity" and text box to add detail

C4 Translation Assistance Needed

- Added element and preferred language choice dropdown
- Enrollment screen field

Reworded

- 'Client refused to answer' to read as 'client prefers not to answer'

Client-Centered Changes

Additions and modifications of certain data elements and answer choices

- 2.09 CE Participation Status

- HMIS Participation Status (yes/no)

- Emergency shelter type (Night by Night or Entry Exit)

- More specific coding of RRH project types
  - Services only or Housing with or without services

- Rental Subsidy Type field for living situation options

Project Exit Date	09/11/2023
Destination	Rental by client, with ongoing housing subsidy
Rental Subsidy Type	RRH or equivalent subsidy

Technical Changes

Mostly on back-end only

Impacting reporting logic and data collected for reports

4.19 Coordinated Entry Assessment and
4.20 Coordinated Entry Event were reinstated in the HMIS
Data Standards

The new element: 2.09 CE Participation Status is
included and is tied to Project IDs collected in program
descriptor section.

This new element will populate the referral location in 4.20
for projects receiving referrals through CE

HUD postponed updates to CE data element 4.21

But the addition of element 2.09 to indicate participation status is important, and impacts most projects in our system.

Content Sources

From HUD

- Client-Centered Approach to Recognizing Gender Identities in Data Collection

- Client-Centered Approach to Recognizing Race and Ethnicity Identities in Data Collection

- FY 2024 Interactive HMIS Data Standards Tool – *Coming Soon?*

Preferred Language Options

- Every community can select languages to choose from in the new Preferred Language field on enrollment screens – up to 20 in total

- 2017-2021 Community Survey – Languages spoken at home in Cambridge other than English

Spanish 5.8%	Chinese 4.6%	Haitian Kreyol 1.4%	Korean 1.4%
French 1.4%	Amharic 1.2%	Arabic 1.1%	German 1.1%
Hindi 1.1%	Portuguese 1.1%		

- Discussion: which languages to include – are there additional languages that should be added?

Compliance Progress

Refresher trainings, DQ Improvement

Looking Ahead for HMIS Tasks Summer and Fall

- ==Training and roll out of new CCAN assessors== (in progress)

- ==Configuring software changes based on new data standards (system admin tasks)==

- ==Training content, registration and roll out for 10/1/24 go live==

- ~~Separate CE training on 4.21 data elements, including Prevention activity~~

- Creation of CCAN HMIS procedures manual (data guide)

- ==August/September Reports – ESG CAPER and HMIS APR==

- Assistance with CoC competition

- ==Privacy and Security training update/refresher (pre-recorded)==

- ==Revisions to Governance Docs, DQ Improvement Plan, etc.==

Data Quality Improvement Plan Updates

Summary and Process

Data Quality Improvement Plan References

"High quality data is essential to understanding the health of a community's homeless assistance system and knowing where performance improvements are needed."

--Someone from HUD, 2017

- [Data Quality Brief](#)

- [Data Quality Management Improvement Plan](#)

Some reasons why data quality is important

The data entered in HMIS directly affects clients through the coordinated entry process and may determine which services for which they may or may not be eligible

Data quality, or lack thereof, can directly affect the funding opportunities for our CoC

Impacts the ability of the CoC, and providers within the CoC, to tell the story of homelessness as realistically and completely as possible

Major Revisions

- Recommend replacing use of DQ and outcomes reports with CAPERs and APRs instead
  - CAPER and APR have DQ included as well as outcomes
- Quarterly for everyone (stopping monthly for NBN shelters and SO projects)
- Use Eva tool to see DQ info on Referrals
  - What does Eva show us about CE data quality?
- Addition of DQ expectations related to Coordinated Entry

Document Review and Feedback

- The draft document will be emailed by October 1

- We will also link to it on our website with the ability to leave feedback

- We will let you know how long the document will be open for feedback

- I'll make updates and we will vote to approve at the next meeting

More about the Eva tool

- Eva was developed for using to prepare for the LSA

- It has evolved to be more robust, is web-based and viewable by project

- Using it any time of year or for regular data quality checks can be helpful

- Let's hear from people who have used it

- We will be using Eva to prepare for the LSA and SPMs

Eva Example!

	A	B	C	D	E
1	**Organization Name**	**Type**	**Enrollments**	**Issue**	
2	Best Agency Ever	Error	1	Missing Length of Stay	
3	Best Agency Ever	Error	1	Missing SSN	
4	Best Agency Ever	Warning	8	Homelessness Start Date conflicts with Living Situation data	
5	Best Agency Ever	Warning	6	Number of Months Homeless conflicts with Living Situation data	
6	Best Agency Ever	Warning	1	Long Stayers (Outliers)	
7					
8					
9					

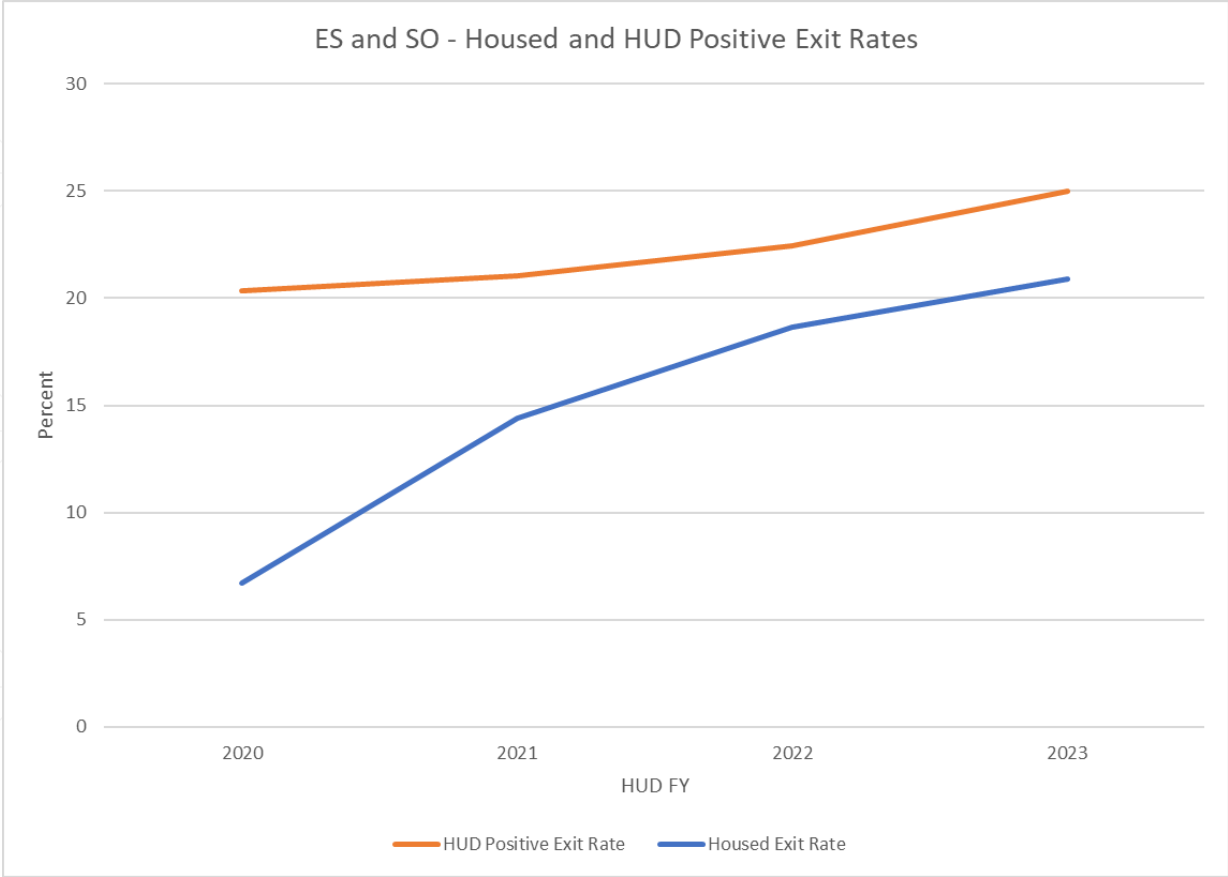| Warning	Homelessness Start Date conflicts with Living Situation data

According to this client's assessment at Project Start, their Approximate Date Homeless was over three years ago, which would mean their Number of Times Homeless would have to be 1 and their Number of Months Homeless would have to be "More than 12 months".

Data Review

Draft info for period ending 9/30/23

ES and SO Combined – Housed Exits and HUD Positive Exits

CAPER data: HUD positive exit from ES = housed destination; HUD positive exit from SO = off streets

ES and SO - Housed and HUD Positive Exit Rates

HUD Positive Exit Rate — Housed Exit Rate

Total Leavers and Housed Exits

882, 479, 515, 378 — Total Leavers
59, 69, 96, 79 — Exits to Housing

Stella Exit Data and Returns to System for FY22

- Demo in Stella P model

Thank you!!!

Next meeting 2nd week in December