Cambridge HMIS Working Group

March 8, 2022

Agenda

Introductions

Announcements - PIT/HIC, report submissions, software bugs, updates (Covid assessment screens)

Community of Origin questions addition/vote

Review of recent HUD report submissions:

- System Performance Measures Report (SPM)
- Longitudinal Systems Analysis Report (LSA)

Coordinated Entry Updates

- Expanded model across agencies
- Introduction and launch info on new CE assessment for shelter & other staff

Wrap up/next meeting topics

Announcements

- PIT/HIC – Liz
- Bugs, features, reminders - Connor
- Covid assessment screens – Marianne

Bugs, features, & reminders

Software Bug

- Date of Engagement missing from some night-by-night shelter enrollment screens
  - First discovered on February 17, should be resolved tomorrow
  - New enrollments with complete responses will likely need to be updated
  - Connor will run a report to identify any of these records and let you know which ones need to be updated

Reminder: add user phone number under Account Settings

MY INFO

First Name	Connor
Last Name	Foley
Email	cfoley@cambridgema.gov
Phone Number	617-349-9787	Ext. XXXXX

New feature: "Reopen Client Program" on Exit Screen

Allows users to reopen an erroneously closed enrollment and clears whole exit screen rather than just the Project Exit Date
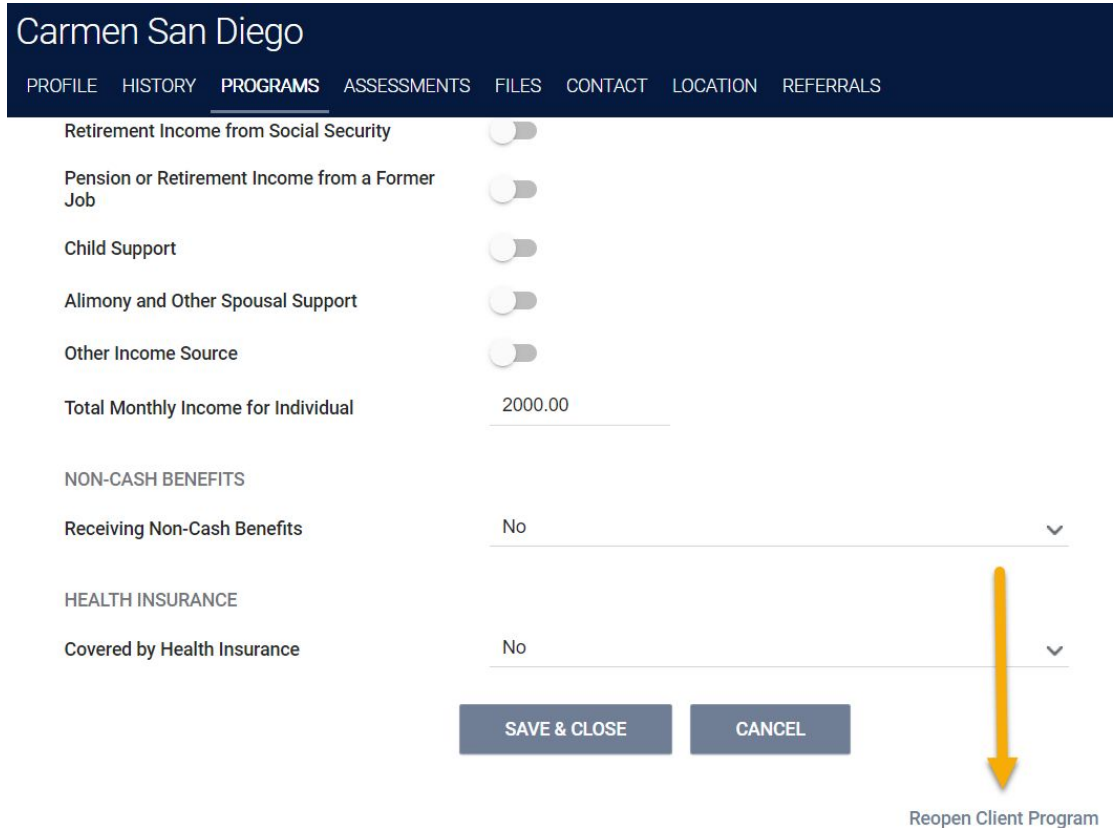
Covid Assessment Screens Available

Covid Assessments that Exist in Clarity

There are two assessments:

COVID-19 Vaccine Assessment

COVID-19 Screening Tool (v2-2021)

Community of Origin Fields

We don't have data in HMIS that can show us important stats on where people are coming from when they enter our system for the first time. In order to remedy this, we propose adding a "Community of Origin" section to the HUD Entry screens for Emergency Shelter, Street Outreach and Services Only projects in Clarity.

This is modeled after the Boston HMIS data collection screen.

The fields are standard and do not need to be required to complete an assessment.

Proposed Community of Origin Fields

years

Total number of months homeless on the streets, in ES, or Safe Haven in the past three years

Data not collected ⌄

COMMUNITY OF ORIGIN SECTION

WHICH CITY, TOWN OR NEIGHBORHOOD WERE YOU LIVING IN WHEN YOU LAST HAD A REGULAR NIGHTLY PLACE TO STAY? THIS MAY HAVE BEEN A LONG TIME AGO. PLEASE COMPLETE AT LEAST THE CITY FIELD.

Prior Street Address

Prior City   Malden

Prior State   Massachusetts ⌄   Zip Code of Last Address   02148

DISABLING CONDITIONS AND BARRIERS

Vote on adding these fields to our HUD entry screens

Emergency Shelters

Street Outreach

Coordinated Access (CCAN)

Services Only

Also:

Required fields

Not required fields

System Performance Measures

Measure 1: Length of Time Persons Remain Homeless

Measure 2a: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6-12 Months

Measure 2b: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 2 Years
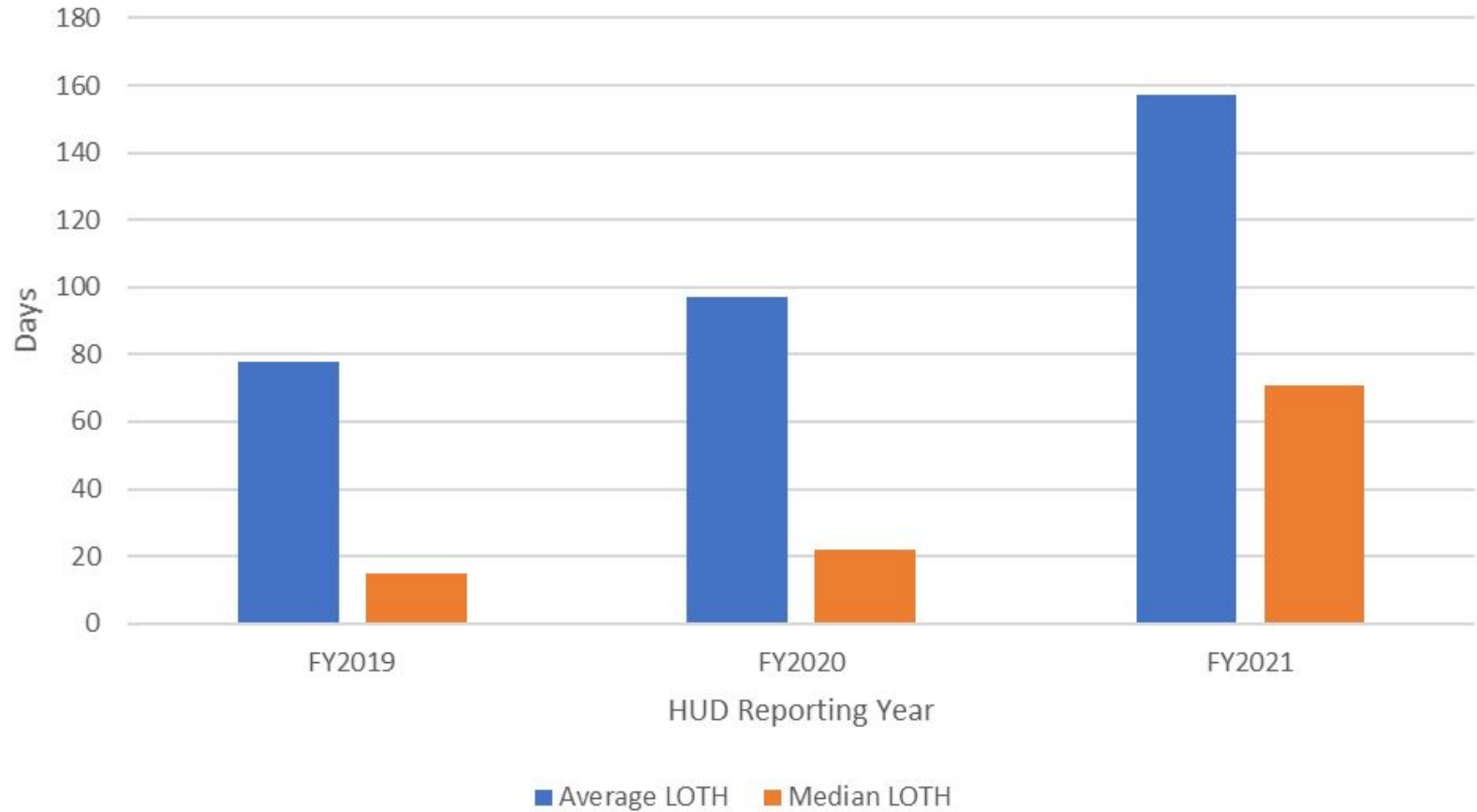
Measure 3: Number of Persons Homeless

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Measure 5: Number of Persons who Become Homeless for the First Time
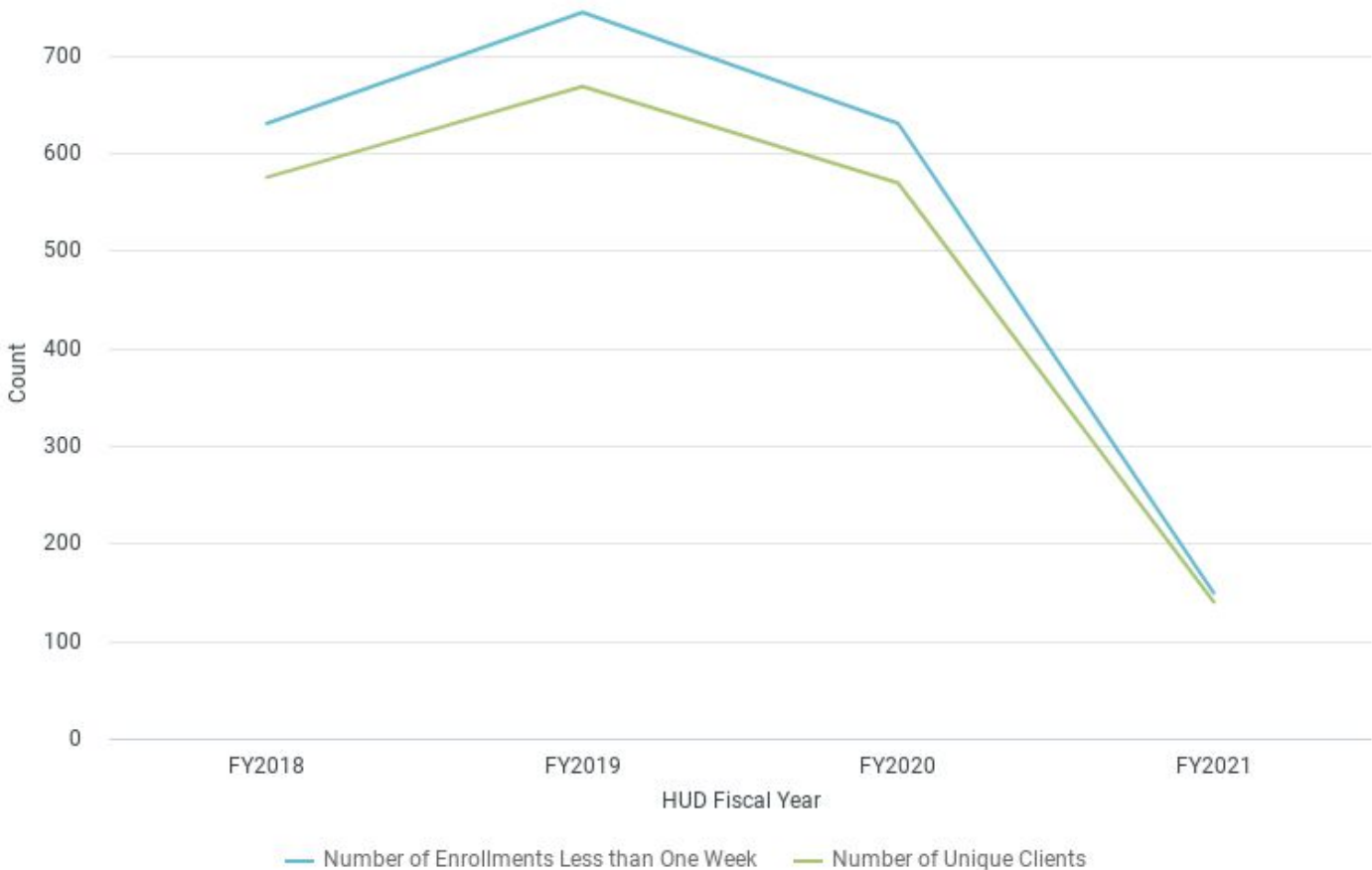
Measure 7a: Successful Placement from Street Outreach

Measure 7b: Successful Placement in or Retention of Permanent Housing

Measure 1a1: Length of Time Homeless in ES

FY2021 saw a continued decrease in very short-term ES stayers

Count

HUD Fiscal Year

FY2018   FY2019   FY2020   FY2021

— Number of Enrollments Less than One Week   — Number of Unique Clients

Measure 1b1: LoTH in ES and PH Prior to Move-In, Including 3.917

Total Returns to Homelessness of Persons who Exited to Permanent Destination (2 Years Prior)

This measure tracks recidivism. The universe is clients who exited to PH destinations in the date range two years prior to the reporting period.
2020: 183
2021: 260
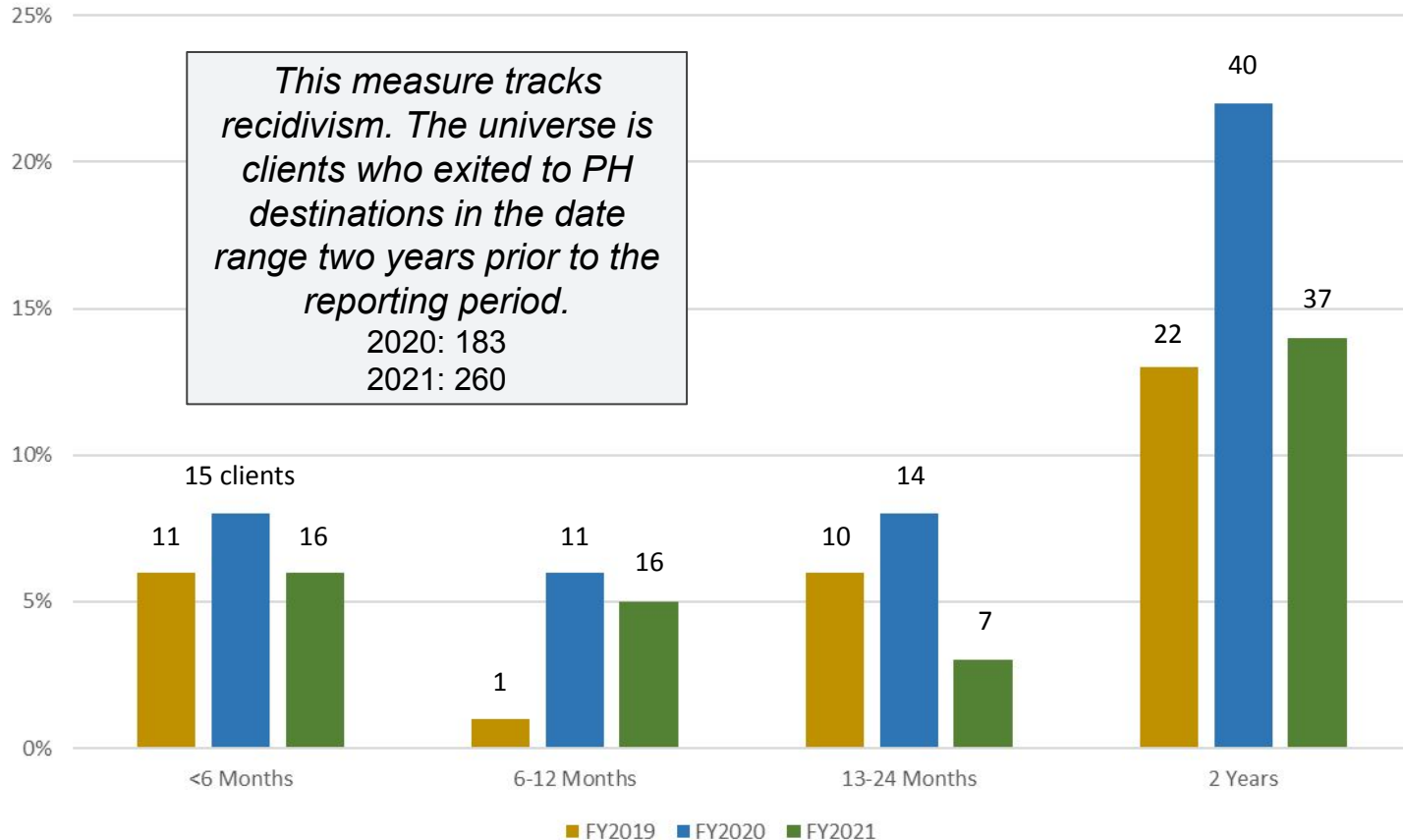
Measure 3: Change in PIT and Annual Count of Homeless Persons

	FY2019	FY2020	FY2021
■ PIT Count of Sheltered and Unsheltered Persons			
■ Annual Count of Sheltered Homeless Persons			
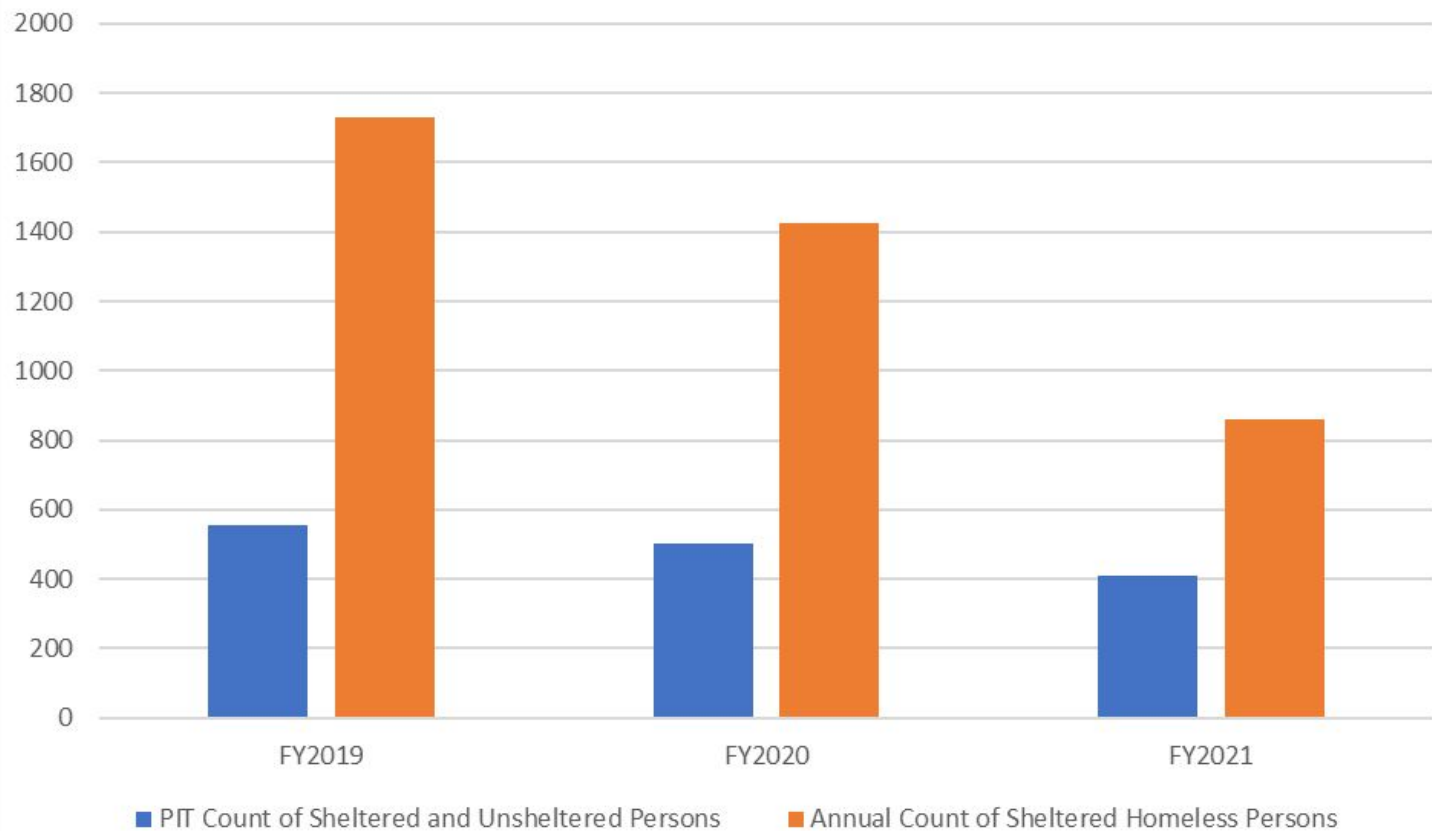
Percentage of Adults Who Increased Total Income
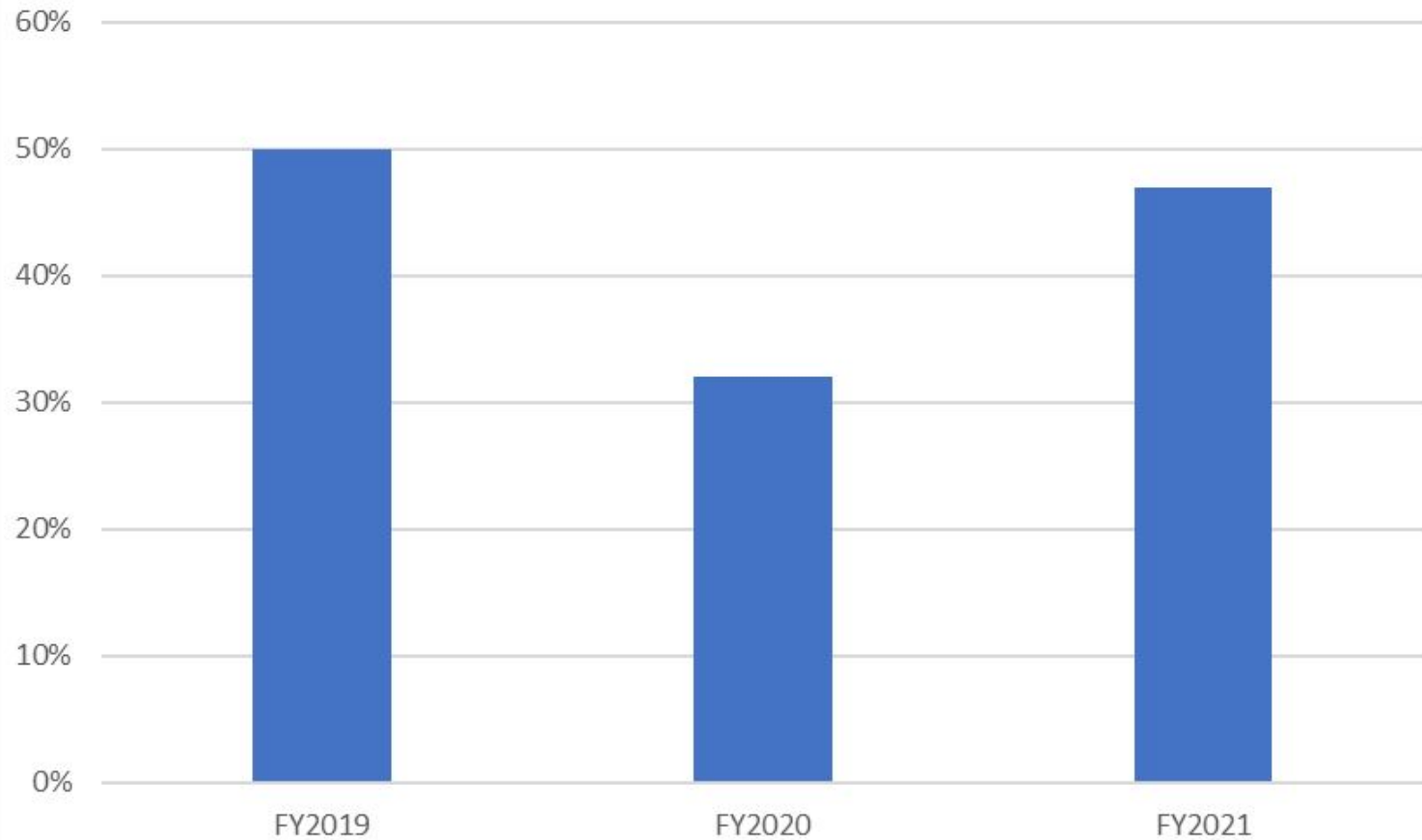
Number of Persons Who Became Homeless for the First Time

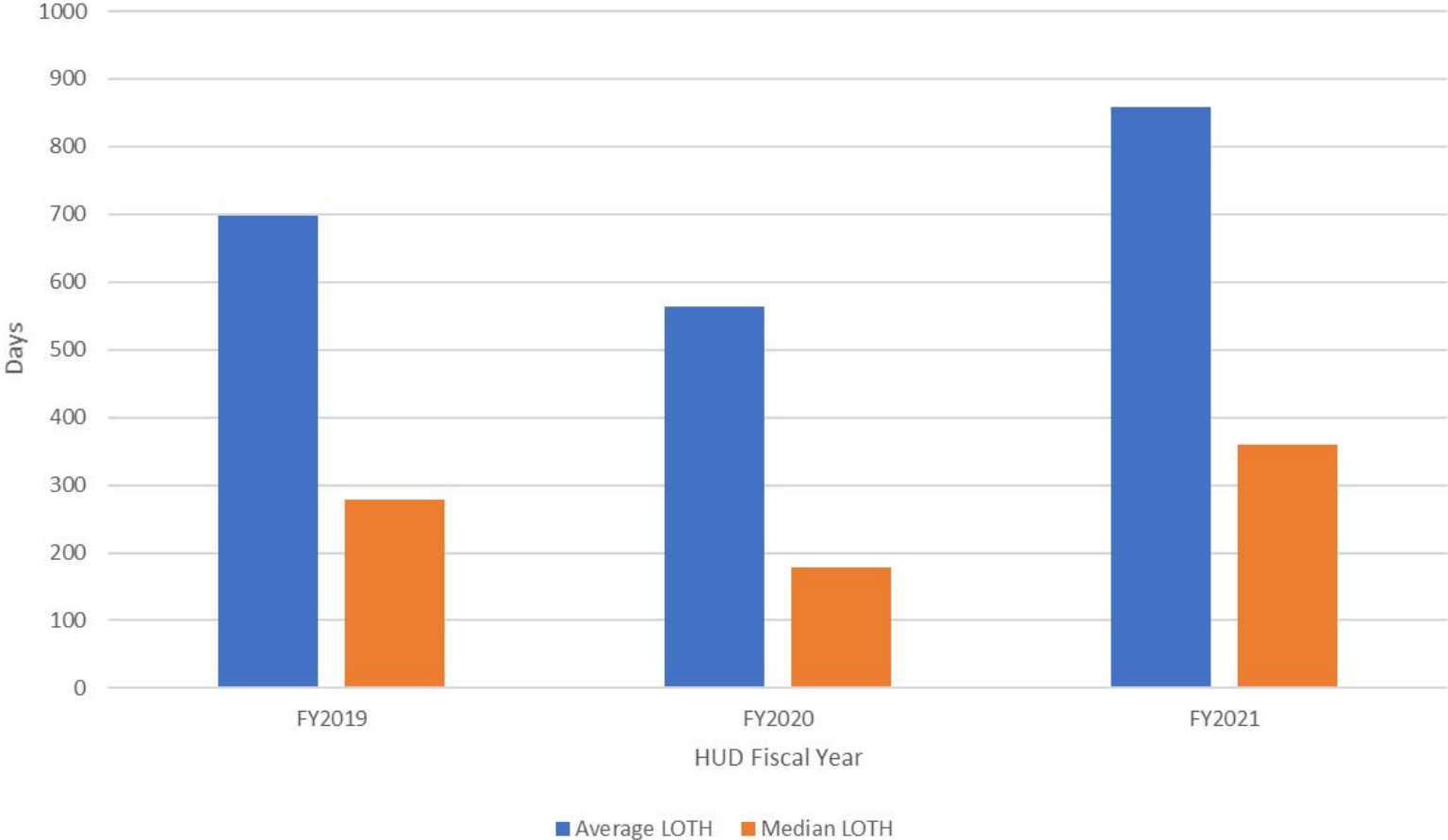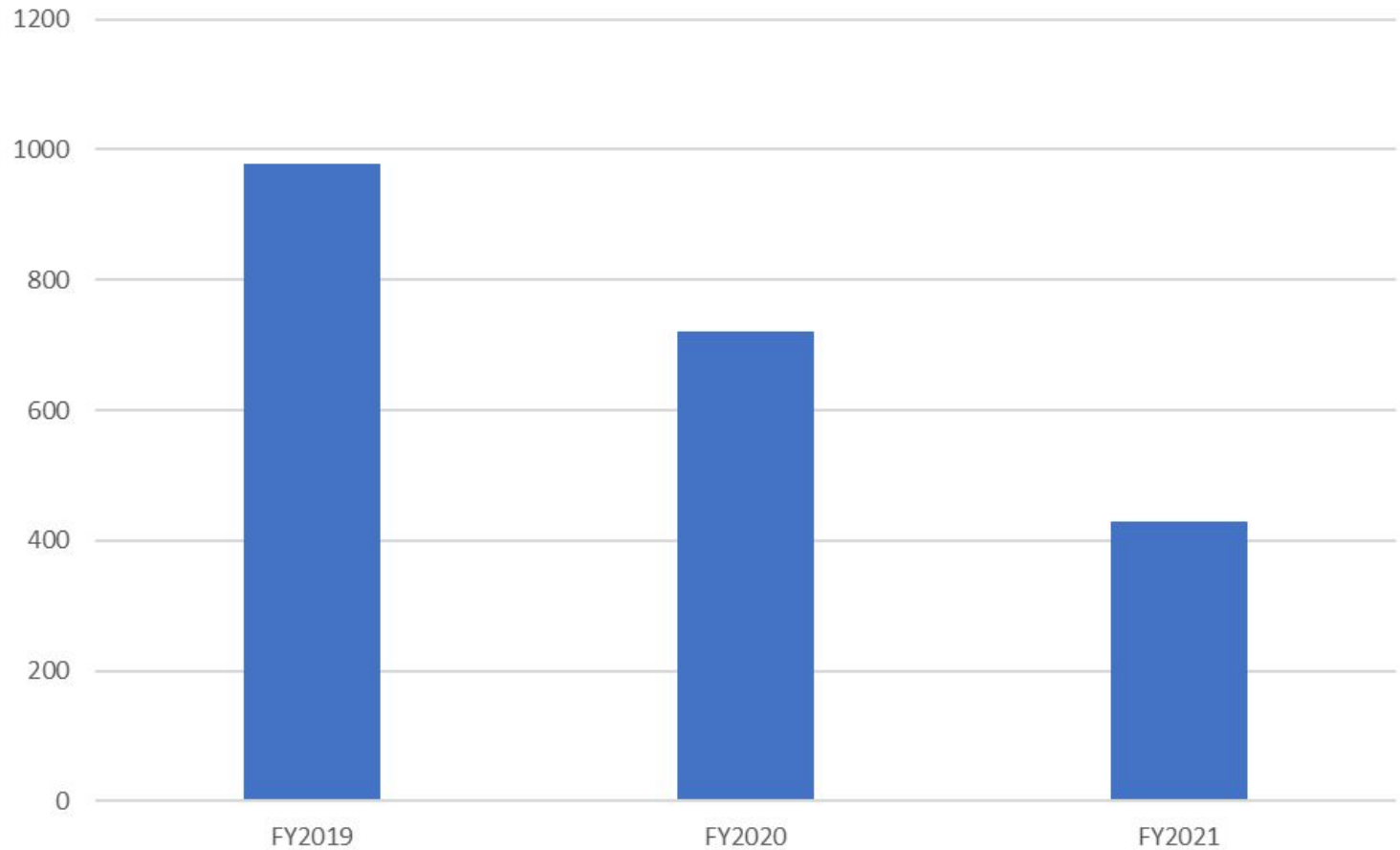Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

	FY2019	FY2020	FY2021
Successful SO Exits	84	192	70
ES,TH, RRH Exits to Permanent Housing	151	135	134
PH Retention/Exits to Permanent Housing	329	310	260
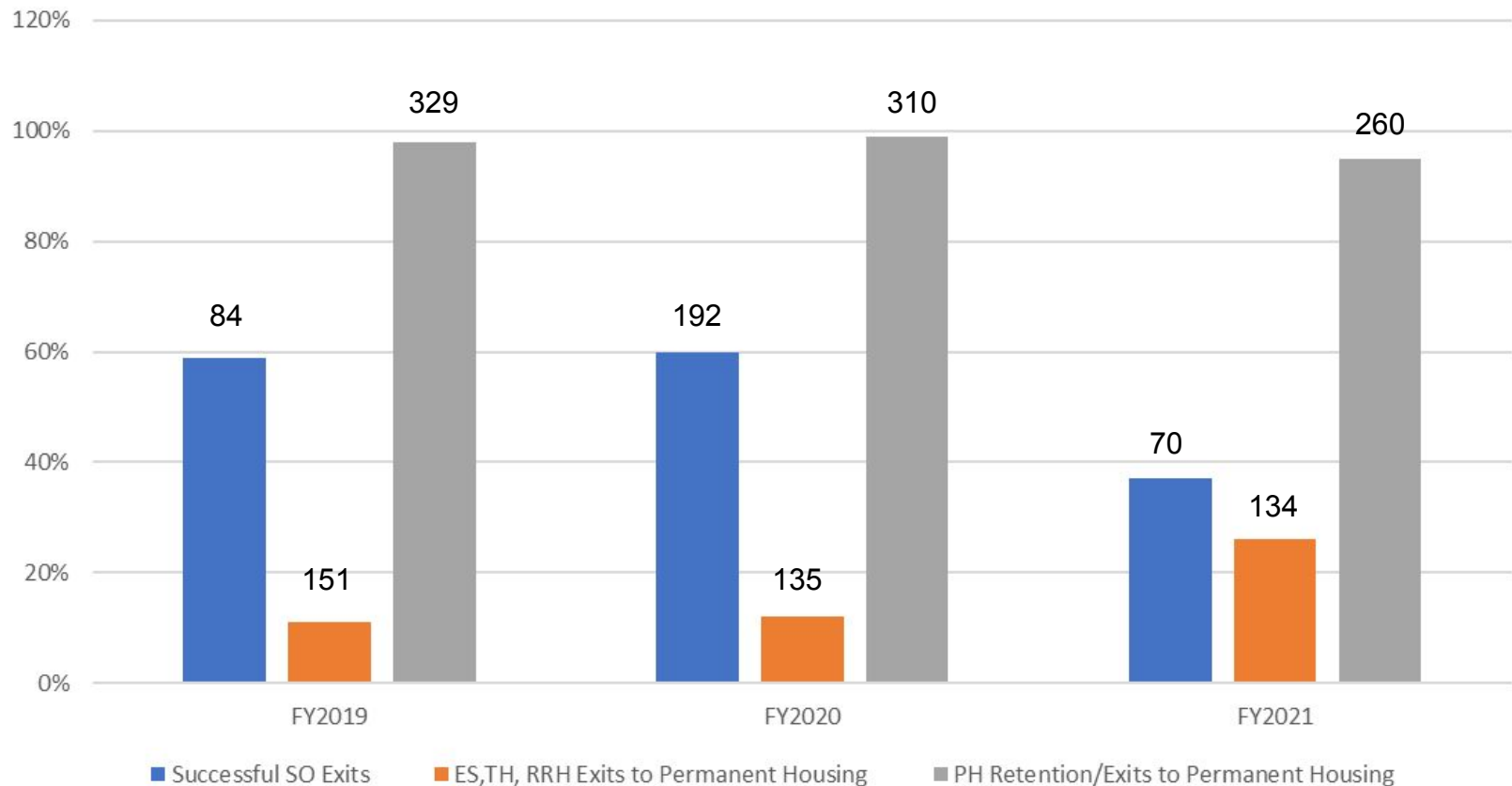
Longitudinal Systems Analysis (LSA)

What is the LSA?

- Annual federal report submitted to HUD
- October 1 to September 30 reporting period
- Produced by a CoC's HMIS
- Information about households served through the homeless response system and how they move through the system over time
- Used to inform the Annual Homeless Assessment Report (AHAR), which Congress uses in order to make its funding decisions for HUD in the coming budget

Significant Data Quality Issues affecting LSA

- Invalid Social Security Numbers (30%)
- 3.917 Prior Living Situation questions - 16 to 29% missing
  - Unreliable responses to Approximate Date Homelessness Started: users enter the first time a client ever became homeless rather than the beginning of their current episode of homelessness
- Destination error rate (27%)
- Timeliness and completeness
- 5% of clients have unknown race/ethnicity

Stella Performance Module

Stella is an analysis and strategy tool that helps CoCs to understand how their system is performing and to model an optimized system that fully addresses homelessness in their area.

Performance (Stella P) relies on dynamic visuals of CoCs' LSA data to illustrate how households move through the homeless system, and to highlight outcome disparities.

Coordinated Entry Updates!

Coordinated Entry - defined by HUD

Definition of "Coordinated Entry"

Over the last few years, the coordinated entry process has been described variously using some combination of the words *centralized* or *coordinated; intake, assessment,* or *entry;* and *process* or *system.* Some of these names have emphasized just one aspect—such as intake or assessment—or have seemed to imply that coordinated entry can only be conducted in one central place.

In HUD's vision, the coordinated entry process is an approach to coordination and management of a crisis response system's resources that allows users to make consistent decisions from available information to efficiently and effectively connect people to interventions that will rapidly end their homelessness.

In the Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System, HUD indicated that although the regulatory term is "centralized and coordinated assessment system," for policy reasons HUD and other federal partners refer to it as the "coordinated entry process"—and to the document itself as the "Coordinated Entry Notice." This change emphasizes that the process is not just about assessment but also about facilitating entry into the crisis response system and exit into housing. This Guidebook uses the term "coordinated entry" throughout.

Emergency Housing Vouchers (EHV)

An EHV or Emergency Housing Voucher is a permanent housing voucher available through the American Rescue Plan Act (ARPA). These vouchers are a housing subsidy only and do not directly provide services.

Local Public Housing Authorities (PHAs) are administering the EHVs with the local Continua of Care (CoCs). The Cambridge Housing Authority (CHA) is the PHA for Cambridge, and the Planning & Development Office is lead agency for the Cambridge CoC.

Components of Coordinated Entry

Access

Assessment

Prioritization

Referral

Current CE Model

Within Cambridge HMIS/Clarity

In HMIS, our CE system has been contained in *one* agency and *one* project

- Coordinated Access Agency
  - Cambridge CAN project
    - HMIS Users are CCAN staff, housing navigators, First Step Outreach, other partners trained to assess clients with our housing needs assessment - "Streamlined Assessment".

CCAN staff and partners enter data, enroll clients in this project, complete assessments, record notes and refer to a queue

The queue is the launching point for matchmaking and referrals to Cambridge CoC funded housing (Heading Home, HomeStart, Fenway, etc.)

New CE Model

Our model is changing to be in alignment with HUD CE data elements and to facilitate easier access for more clients and better connections across agencies

In HMIS, Coordinated Entry data points are collected *across* agencies

Coordinated Access Agency

- Cambridge CAN project – still enrolls clients, completes the housing needs assessment, etc.
- Now, will receive data from your agencies through Phase 1 assessments and facilitate care coordination

Other Agencies Across System (including yours!)

- Complete Phase 1 assessments
- Play a greater role for clients that you know, coordinate in getting document ready, advocacy and maintaining connection
- Record other HUD CE data elements when applicable – for clients within enrollments in your own projects

More about this new method

- The Phase 1 assessment is for individual clients who are literally homeless in our community
- This initial focus is on long term stayers in shelters or on the street
- A way to determine and document clients' interest in getting matched to housing
- Provide easier access for long-term shelter stayers and others known to you that have not previously been CCAN assessed
- Opening up CE data entry to other agencies to complete assessments is partly possible because we expanded our sharing this past October.

Sections on the Phase 1 Screen

1. Provider Relationships
2. Housing Preferences/History
3. Contact Information
4. Referral Partner Questions
5. Post-Assessment data entry - LOT homelessness

What are the goals of the Phase 1 Assessment?

1. Connect unserved long term stayers to the local CE process

2. Develop more efficient processes for:
   a. Locating clients
   b. Helping them become document ready sooner
   c. Collaborating more across agencies as a care team

3. Improve our prioritization approach through additional recordkeeping of LOT homeless

Where does EHV come into the scenario?

This assessment also serves the function of an EHV interest assessment for those who are eligible

- Cambridge is utilizing information gathered by homeless service provider agencies to understand the needs of clients and to prioritize individuals to be referred to an EHV.
- Your agency's role as a member of the CoC will be to enlist HMIS users to assist us in gathering information about a client's interest in an EHV housing resource, as well as other types of housing opportunities and resources.

Do I have to log into the CCAN agency to do this?

You do not. The next chapter of our CoC's coordinated access system introduces other agencies playing more of a formal role via the data they collect on behalf of clients in HMIS.

We will have the Phase 1 Assessment available to complete within a program enrollment, as well as a couple of other HUD Coordinated Entry required data elements that will also be part of clients' records, and this will allow us to expand our reporting on Coordinated Entry beyond the CCAN project and across other agencies in our system – where you are already doing this work but it just may not be recorded with HMIS data elements as of yet.

Who should be assessed?

Goal: Prioritize completing this screen for shelter guests that spend the most nights at your shelter and are therefore known to you and your colleagues.

We have a custom Looker report for each shelter that will let you see who has not yet been assessed by CCAN, sorted by the longest number of nights they have spent at your shelter over time.

Who should be an assessor?

We ask that all Agency Administrators whose programs include emergency shelters designate staff that should be administering the assessment. This can be as few or as many staff as you determine, but please base it on those staff that work closely with guests and clients and therefore will be the best connections and advocates for clients.

The link to sign up is [here](#).

Training and roll out

Training sessions are happening next week!!

Tuesday, March 15th, 2 - 3 p.m.

Thursday, March 17th, 10 - 11 a.m.

There will also be a shorter recorded session to watch before staff begin assessing clients on paper or in Clarity.

What will this look like in HMIS?

A preview

Clarity Training Content

Beginner training (regularly scheduled)

Upcoming (next week!) Phase 1 Assessment training

Housing Navigator training (TBD)

Entering CE data elements for clients in your programs

Privacy and Security refresher training

Next Working Group Meeting – early June

Agenda

More data - dashboards, CE outcomes, etc!

PIT/HIC report

Have a suggestion or something you'd like to see? Let us know!

Thank you!!