

HMIS IN DOS RIOS

October 17, 2012

Today's Agenda

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- What is **HMIS**?
- What are the **benefits**?
- What types of **data** can HMIS track?
- How do you use HMIS to **measure performance**?
- How do you ensure **high quality data**?
- How do you **keep information safe**?
- How do you **begin to participate** in HMIS?

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What is HMIS?

What is HMIS?

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Homeless
Management
Information
System

- A locally administered electronic data collection system
- Stores information about persons who access the homeless service system

Why is HMIS Important?

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- Informs HUD policy decisions
- Affects CoC competition scoring
- Data can be used for local planning
- Can support individual case planning and service coordination among providers

HMIS in Dos Rios:

Who is currently involved?

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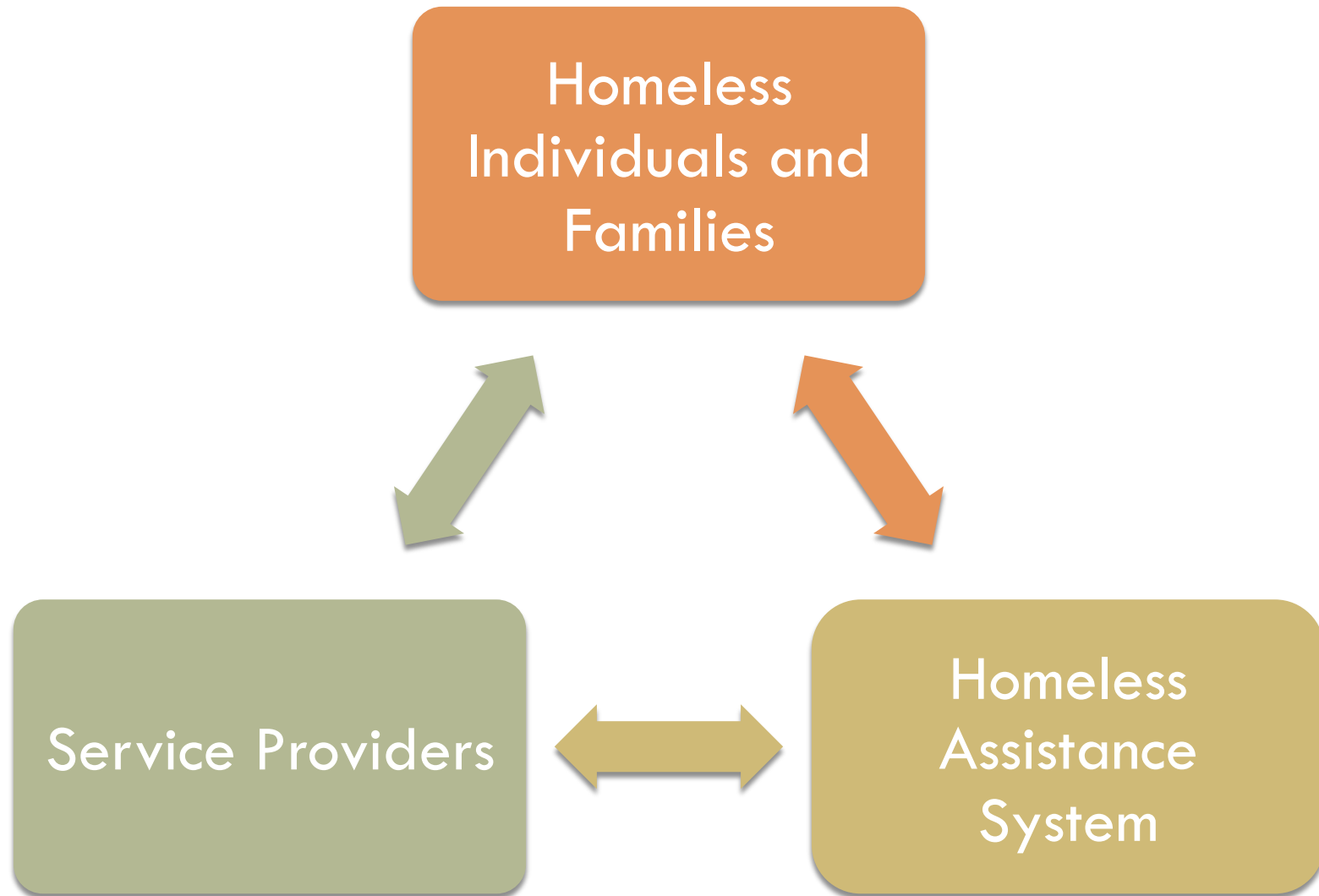
- HPRP: Colusa, Glenn, Trinity, Tehama, Lassen, Plumas, and Sierra Counties
- SHP: PATH (Poor and the Homeless): transitional housing; users in Colusa County and Tehama County
- Contract with: Sierra County Child Abuse Council, Federal Emergency Shelter Grant

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What are the benefits of HMIS participation?

Who Benefits from HMIS?

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Possible Benefits for Homeless Individuals and Families

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- Decrease in duplicative intakes and assessments
- Streamlined referrals
- Coordinated case management
- Benefit eligibility

Benefits for Service Providers

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- Measuring **client outcomes**
- **Coordinating services** internally among agency programs and externally with other providers
- Preparing financial and programmatic **reports** for funders, boards, and other stakeholders
- Analyzing **performance** of programs

Benefits to the Homeless Assistance System

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- Understanding the extent and nature of homelessness
- Calculating unduplicated counts of clients served
- Identifying service gaps
- Informing systems design and policy decisions
- Measuring the performance of the community system to prevent and end homelessness

HMIS Success Stories in Dos Rios

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- Lassen, Plumas, and Sierra Counties
 - ▣ HPRP funding assisted 350 families

- Shasta County
 - ▣ ESG funding

- HUD-VASH vouchers

Question for Discussion

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How would your programs and clients benefit from HMIS participation?

What challenges would you face?

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What types of data can HMIS track?

Data Elements

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- Program Descriptor

- Universal

- Program Specific

Program Descriptor Data Elements

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- Establish program hierarchy using:

- 2.1 Organization Identifier
- 2.2 Organization Name
- 2.3 Program Identifier
- 2.4 Program Name
- 2.5 Direct Service Code

Program Descriptor Data Elements

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□ 2.6 Site Information

- Program Site Configuration Type
 - Site Address
 - Geocode
 - Site Type
 - Housing Type
-
- This information is collected at the program and site level.

Program Descriptor Data Elements

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- 2.7 Continuum of Care Number
- 2.8 Program Type Code
 - ▣ Emergency Shelter
 - ▣ Transitional Housing
 - ▣ Permanent Supportive Housing
 - ▣ Homeless Outreach
 - ▣ Homeless Prevention and Rapid Re-housing
 - ▣ Services Only Program
 - ▣ Other
 - ▣ Permanent Housing (e.g., subsidized housing without services)

Program Descriptor Data Elements

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□ 2.9 Bed and Unit Inventory Information

- Household Type
- Bed Type
- Availability
- Bed Inventory
- CH Bed Inventory (PSH Only)
- Unit Inventory
- Inventory Start Date
- Inventory End Date
- HMIS Participating Beds
- HMIS Participation Start Date
- HMIS Participation End Date

Program Descriptor Data Elements

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□ Bed and Unit Inventory Information

▣ Household Type

- Households without Children
- Households with Children

▣ Bed Type

- Facility-based
- Voucher
- Other

▣ Availability

- Year-round
- Seasonal (Emergency Shelters Only)
- Overflow (Emergency Shelters Only)

▣ Bed Inventory

▣ CH Bed Inventory (PSH Only)

▣ Unit Inventory

Example: PATH SHP APR

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Bed Utilization Rate

Average daily utilization rate during the operating year:	70%
Point-in-Time bed utilization rate on the last Wednesday in:	
January	60%
April	63%
July	67%
October	90%

Program Descriptor Data Elements

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2.10 Target Population A

- ▣ Single Males (18 years or older)
- ▣ Single Females (18 or older)
- ▣ Single Males and Females (18 or older)
- ▣ Couple Only, No Children
- ▣ Single Males and Households with Children
- ▣ Single Females and Households with Children
- ▣ Households with Children
- ▣ Unaccompanied Young Males (under 18)
- ▣ Unaccompanied Young Females (under 18)
- ▣ Unaccompanied Young Males & Females (under 18)
- ▣ Single Male and Female & Households with Children

Program Descriptor Data Elements

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2.11 Target Population B

- ▣ DV: Domestic Violence victims
- ▣ VET: Veterans
- ▣ HIV: Persons with HIV/AIDS
- ▣ NA: Not Applicable

2.12 Method for Tracking Residential Program Occupancy

- ▣ Program Entry and Exit Date Comparison
- ▣ Bed Management Model
- ▣ Service Transaction Model

2.13 Grantee Identifier

Universal Data Elements

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- | | |
|----------------------------|--|
| 3.1 Name | 3.9 Residence Prior to Program Entry |
| 3.2 Social Security Number | 3.10 Zip Code of Last Permanent Address |
| 3.3 Date of Birth | 3.11 Housing Status |
| 3.4 Race | 3.12 Program Entry Date |
| 3.5 Ethnicity | 3.13 Program Exit Date |
| 3.6 Gender | 3.14 Unique Person Identification Number |
| 3.7 Veteran Status | 3.15 Household Identification Number |
| 3.8 Disabling Condition | |

Example: PATH SHP APR

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**Length of Participation by Exit status
Number of Persons**

	Total	Leavers	Stayers
30 days or less	0	0	0
31 to 60 days	6	4	2
61 to 180 days	7	4	3
181 to 365 Days	7	3	4
366 to 730 Days (1-2 Yrs)	7	2	5
731 to 1,095 Days (2-3 Yrs)	5	0	5
1,096 to 1,460 Days (3-4 Yrs)	0	0	0
1,461 to 1,825 Days (4-5 Yrs)	0	0	0
More than 1,825 Days (>5 Yrs)	0	0	0
Information Missing	0	0	0
Total	32	13	19

True or False?

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HMIS tracks data about the program design and client characteristics.

✓ TRUE

Program-Specific Data Elements

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4.1 Income and Sources

- ▣ Frequency of Collection

- ▣ Program Entry
- ▣ Program Exit
- ▣ Annually

- ▣ General question

- ▣ Income Receipt in last 30 days, Y/N
- ▣ Dollar amount of earned income is required
- ▣ Dollar amount of other income is optional
- ▣ Total Income is still required

Example: PATH SHP APR

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Type of Cash-Income Sources Number of Stayers

	Total	Adults
Earned Income	2	2
Unemployment Insurance	1	1
SSI	2	2
SSDI	1	1
Veteran's Disability	0	0
Private Disability Insurance	0	0
Worker's Compensation	0	0
TANF or Equivalent	0	0
General Assistance	5	5
Retirement (Social Security)	0	0
Veteran's Pension	0	0
Pension from Former Job	0	0
Child Support	0	0
Alimony (Spousal Support)	0	0
Other Source	0	0

Program-Specific Data Elements

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4.2 Non-Cash Benefits

- ▣ Frequency of Collection
 - Program Entry
 - Program Exit
 - Annually
- ▣ Subject Scope
- ▣ General question
 - Non-Cash Benefit Receipt in last 30 days, Y/N

Program-Specific Data Elements

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4.3 Physical Disability

4.4 Developmental Disability

4.6 HIV/AIDS

4.7 Mental Health

4.8 Substance Abuse

- ▣ Currently Receiving services or treatment
- ▣ Frequency of Collection
 - Program Entry
 - Program Exit
 - Annually
- ▣ Subject Scope

Example: PATH SHP APR

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Known Physical and Mental Health Conditions at Entry Number of Persons in Households

	Total Persons	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Mental Illness	6	5	1	0	0
Alcohol Abuse	4	4	0	0	0
Drug Abuse	5	4	1	0	0
Chronic Health Condition	0	0	0	0	0
HIV/AIDS and Related Diseases	0	0	0	0	0
Developmental Disability	0	0	0	0	0
Physical Disability	7	6	1	0	0

Program-Specific Data Elements

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4.5 Chronic Health Condition

- ▣ New Data Element
 - Does the client have
 - Currently Receiving services or treatment
- ▣ Frequency of Collection
 - Program Entry
 - Program Exit
 - Annually
- ▣ Subject Scope
 - All Clients Served
- ▣ Response values
 - “No”, “Yes”, “Don’t Know” and “Refused”

Program-Specific Data Elements

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4.9 Domestic Violence

4.10 Destination

4.11 Date of Contact

- ▣ Date, with Time Stamp
- ▣ Location of Contact
- ▣ Place Not Meant for Habitation
 - Service Setting, Non-Residential
 - Service Setting, Residential

4.12 Date of Engagement

- ▣ Date, with Time Stamp

Program-Specific Data Elements

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4.13 Financial Assistance Provided

- ▣ Start Date of Financial Assistance
- ▣ End Date of Financial Assistance
- ▣ Financial Assistance Type
 - Rental assistance
 - Security deposits
 - Utility deposits
- ▣ Utility payments
 - Moving cost assistance
 - Motel & hotel vouchers
 - Financial Assistance Amount

Program-Specific Data Elements

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4.14 Housing Relocation & Stabilization Services Provided

- ▣ Start Date of Service
- ▣ End Date of Service
- ▣ Type(s) of Service
 - Case Management
 - Outreach and Engagement
 - Housing search and placement
 - Legal Services
 - Credit Repair

Program-Specific Data Elements

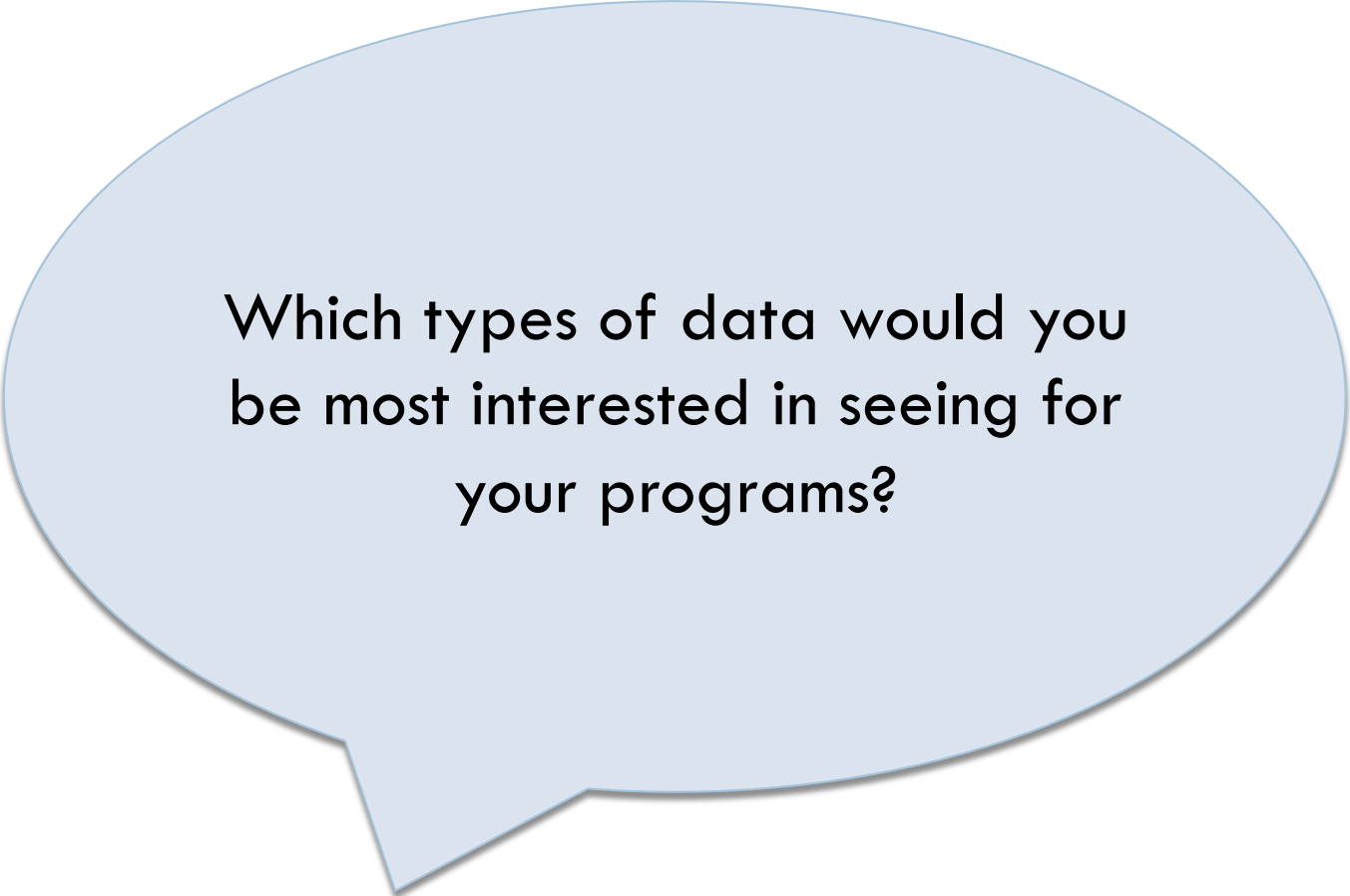
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4.15 Optional Data Elements

- ☐ Employment
- ☐ Adult Education
- ☐ General Health Status
- ☐ Pregnancy Status
- ☐ Veteran's Information
- ☐ Children's Education
- ☐ Reason for Leaving
- ☐ Services Provided

Question for Discussion

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Which types of data would you be most interested in seeing for your programs?

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How do you use HMIS to measure performance?

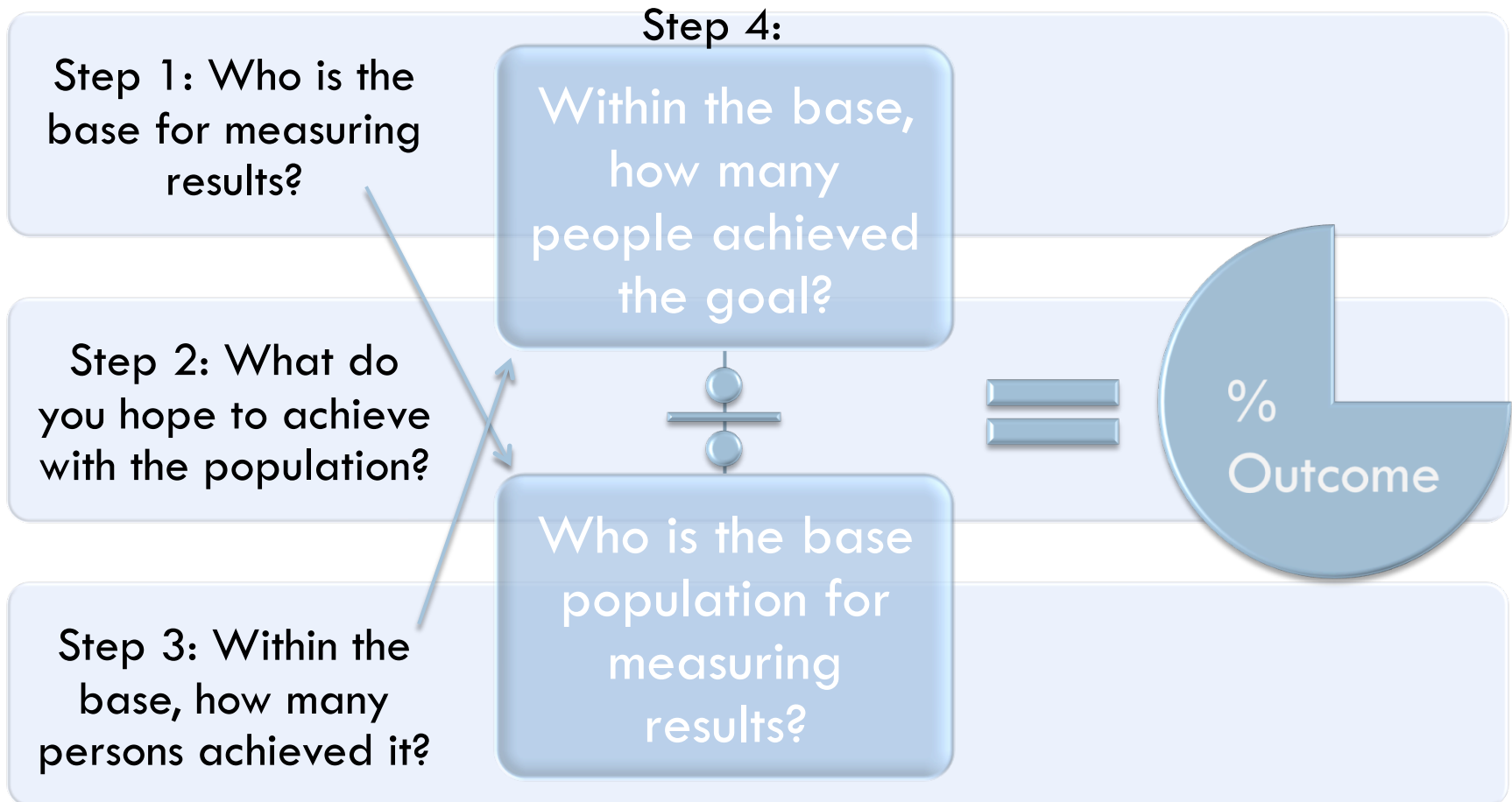
What is Performance Measurement?

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Performance measurement is a **process** that **systematically evaluates** whether your **efforts** are making an **impact** on the clients you are serving.

How to Convert Goals into Outcomes

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Annual Performance Report (APR)

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- HUD requires CoCs to submit APRs electronically, via e-snaps
- Client, outcome, and performance measurement data must come out of HMIS (or a comparable database)
- Data collection for the APR is based on the HMIS Data Standards
- Will include two types of performance measurement:
 - ▣ HUD defined
 - ▣ Program defined

Question for Discussion

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Do you think performance
measurement would be easier
with HMIS?

Why or why not?

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How do you ensure high quality data?

The Importance of Data Quality

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- Data quality is **essential** for:
 - ▣ Accurate reporting
 - ▣ Understanding of the nature and scope of homelessness



Data Quality Components

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Definition of
a record

Timeliness

Completeness

Accuracy

Monitoring

Incentives and
enforcement

Developing a Data Quality Plan

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- Establishing Benchmarks and Goals
- Defining Roles and Responsibilities
- Establishing Timelines
- Data Quality Reports
- Calculating Compliance Rates

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How do you keep information safe?

Security and Privacy

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- **Privacy**: control over the sharing of oneself with others
- **Confidentiality**: the treatment of information that an individual has disclosed in trust
- **Security**: ensuring that data is kept safe

HMIS Data and Technical Standards

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- Provide a secure structure for collecting and reporting information
- Protect personal information from unauthorized disclosure
- Allow for reasonable, responsible data disclosures

Components of Privacy Standards

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Collection
limitations

Data quality

Purpose and
use limitations

Openness

Access and
Correction

Accountability

True or False?

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If your program starts collecting data for HMIS, and a client comes in who doesn't want to participate in HMIS, you can't serve her.

~~X~~ FALSE

HMIS Consent Models

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Inferred Consent

- **Baseline Requirement**
- Client's consent to release information is inferred from the privacy posting

Implied/Informed Consent

- Verbal or physical consent is required

Written Consent

- Client must sign a release of information (ROI)

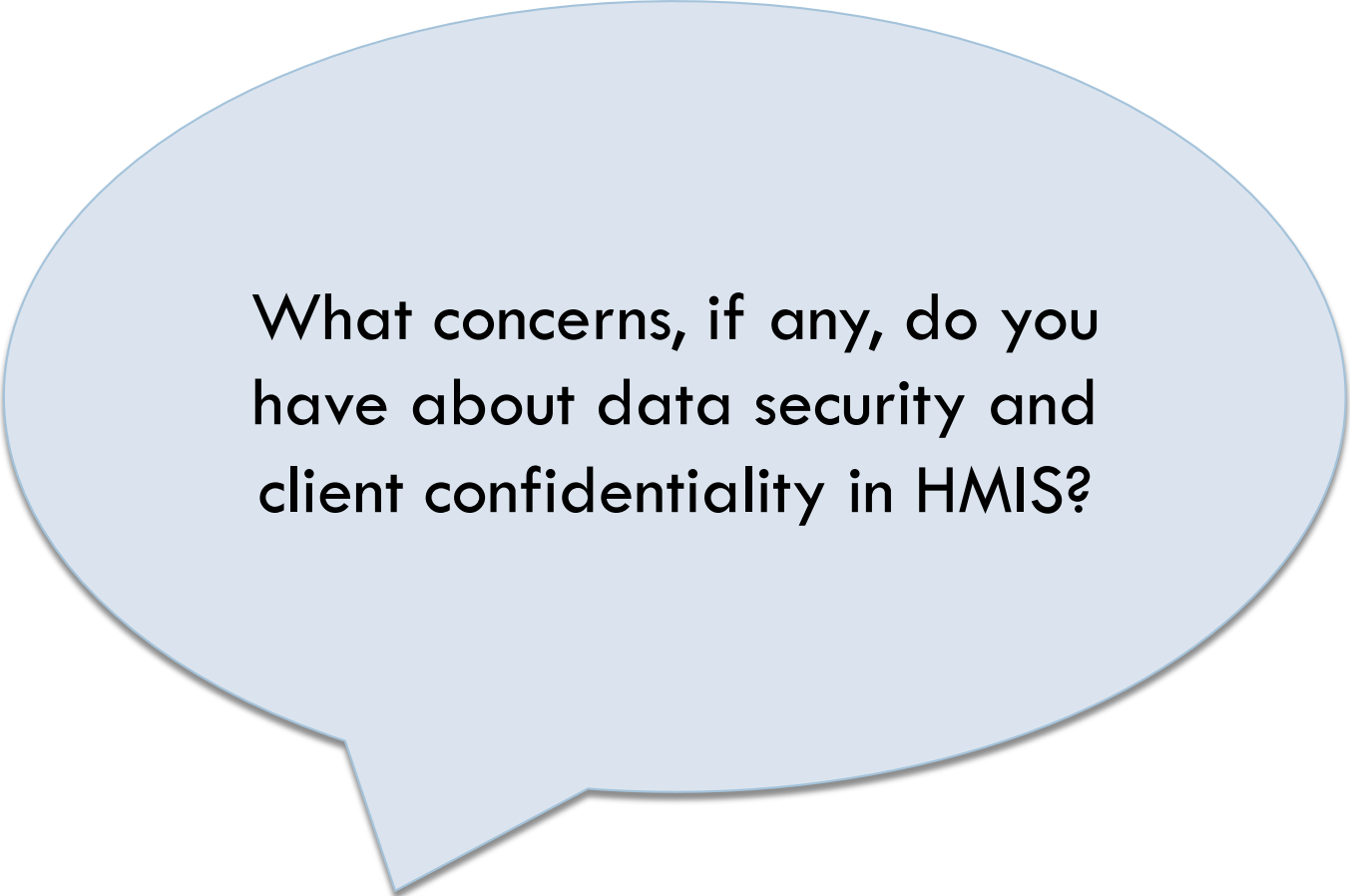
Victim Service Providers

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- Victim service providers that are funded under HUD SHP are instructed to not disclose personally identifying data about any client for purposes of HMIS, per VAWA (Violence Against Women Act)
- HMIS coverage is calculated excluding victim service providers
- Program descriptor data for victim service providers must be recorded, omitting addresses for facilities providing victim services to clients

Question for Discussion

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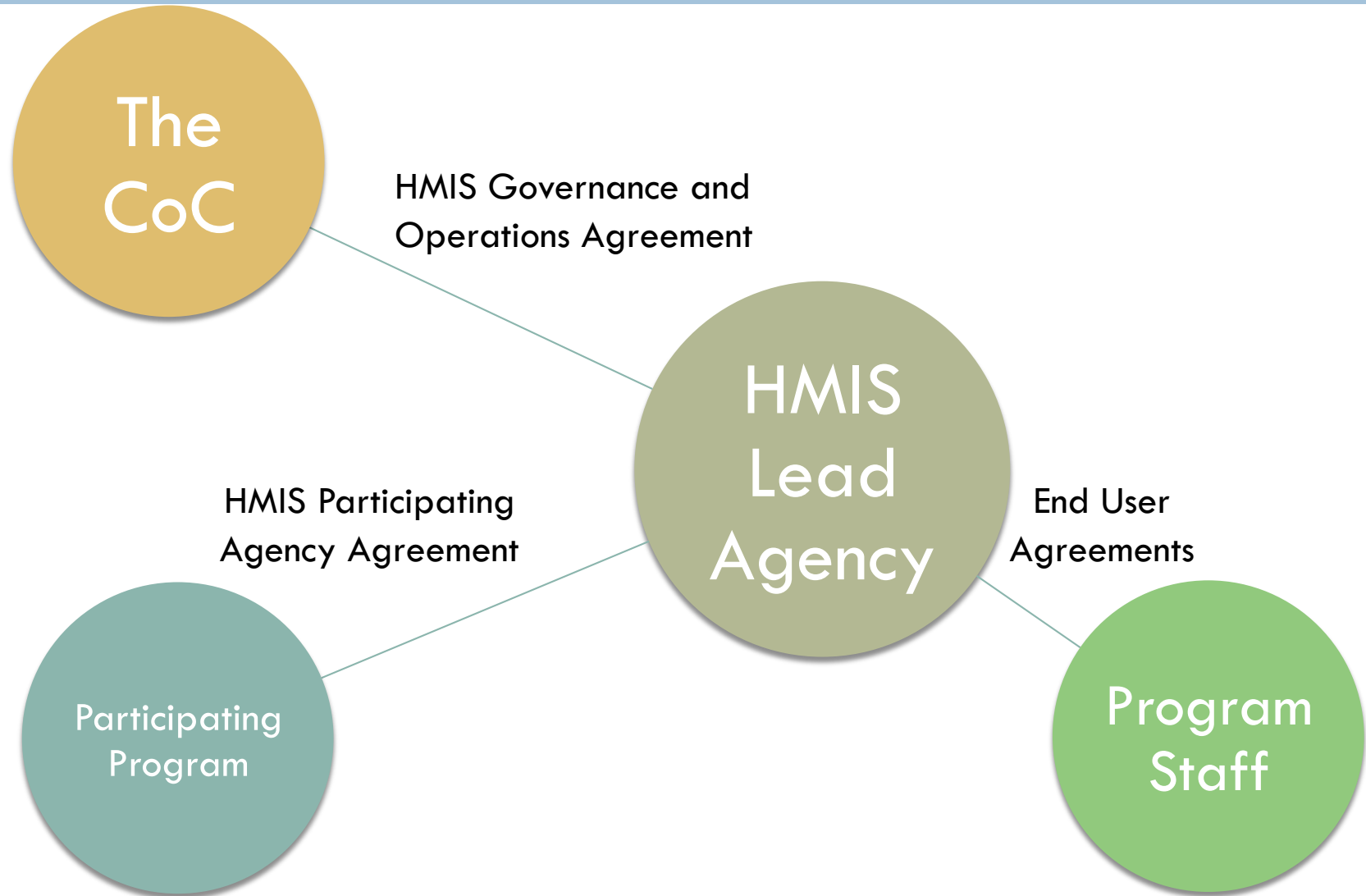
What concerns, if any, do you have about data security and client confidentiality in HMIS?

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How do you begin to participate in HMIS?

HMIS Governance

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Interested in HMIS?

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Contact Lucy Hernandez at
lhernandez@hra.co.glenn.ca.us or
530-934-1452 to start a conversation
about implementing HMIS.

Additional Resources

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- HUD Homeless Resource Exchange: Homeless Management Information System (HMIS)
<http://www.hudhre.info/index.cfm?do=viewHMISHome>

- HUD HRE Learning Management System: HMIS System Administrator Training: HMIS 101
<http://onecpdlearn.info/>