

DC HMIS Training

DC 100: HMIS BASICS

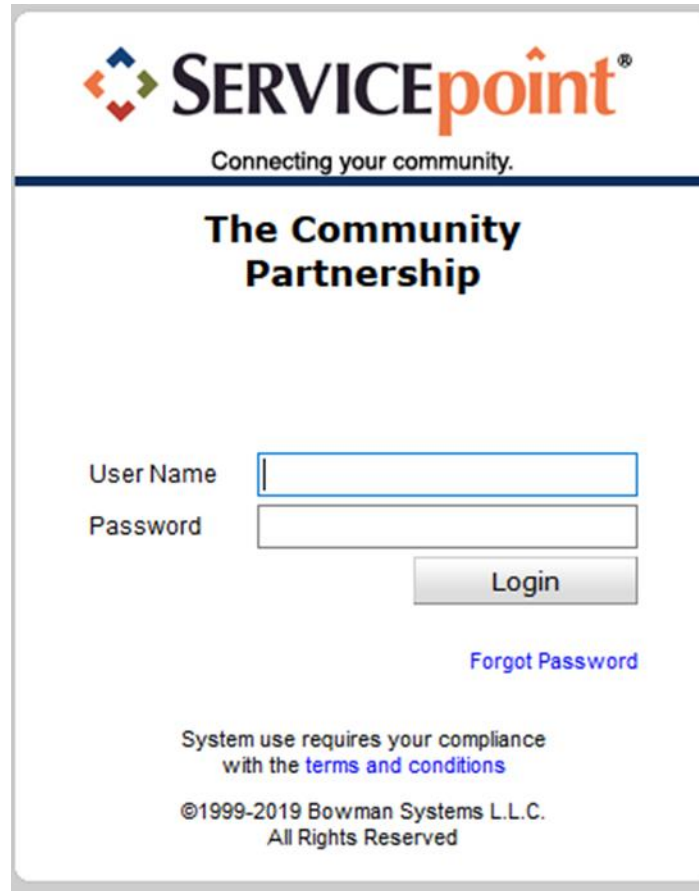
Agenda

- What is HMIS?
- Who Participates?
- What is expected of you/your agency?
 - Agency Admin
 - Data Entry
 - Timeliness
 - Universal Data Elements
- Common HMIS Terms
- Who can see what?
 - Visibility
 - Data Security
- 2020 Data Standards Changes
- Logging into the system
 - Password Resets
- Help and Support
 - Helpdesk
 - System News
 - Trainings

What is HMIS?

- Homeless Management Information System
- Tool required by funders of homeless services providers
- Way to keep track of services, case plans, assessments, and housing for clients
- Way for community to learn of system flow and cracks in our homeless response system
- This is all thanks to YOU for completing accurate and timely data entry for the clients you serve!

ServicePoint – DC's HMIS Software



The image shows a screenshot of the ServicePoint login interface. At the top, the ServicePoint logo is displayed with the tagline "Connecting your community." Below this, the text "The Community Partnership" is centered. The login section includes a "User Name" label next to a text input field, a "Password" label next to a password input field, and a "Login" button. A link for "Forgot Password" is located below the login button. At the bottom, a disclaimer states "System use requires your compliance with the terms and conditions" with a link to the terms and conditions. The copyright notice "©1999-2019 Bowman Systems L.L.C. All Rights Reserved" is at the very bottom.

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Password

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Who Participates?

- Agencies that receive Federal and District funding:
 - HUD CoC
 - HUD ESG
 - HUD VASH
 - HUD HOPWA
 - HHS RHY
 - HHS PATH
 - VA SSVF
 - VA GPD
 - DHS Sole Source
 - DHS Management
 - DHS Direct
 - TCP Direct
- Agencies who provide services to homeless individuals and families within the District of Columbia - you do not need to be in the list above to participate!

Funder vs Lead Agency

FUNDER (DHS, HUD, VA, TCP)

- Provides agencies grants to be able to serve clients
- Requires the use of HMIS as part of the grant agreement
- Works with the Lead Agency to ensure their grantees are entering into HMIS and that they receive the reports required for system analysis and grant competitions
- Fields programmatic and grant related questions

LEAD AGENCY (THE COMMUNITY PARTNERSHIP)

- Ensures the HMIS is functional and up to date
- Ensures agencies are correctly entered into HMIS
- Monitors for data quality, both at the system level and at the funding level.
- Answers HMIS related questions through the helpdesk
- Provides trainings to users of the HMIS
- Provides reports to Funders and the Continuum of Care (CoC) as a whole

What is expected of you/your agency?

- Have a designated Agency Admin for your Agency. Agency Admins keep the Lead Agency updated on:
 - User changes
 - Project changes
 - Ensure users go to training
 - Funding changes
- Users go through training, both initially and when asked to by the Lead Agency
- Complete accurate and timely data entry
 - The minimum requirement for any agency/program entering into HMIS are the Universal Data Elements.
 - Data Quality reports are an important way to ensure accurate data entry, you are expected to use the data quality reports sent to you to make corrections to your data on at least a quarterly basis.
 - Timely data entry allows for our system to function. For data entry into HMIS, timely is within **48 hours**

Common HMIS Terms

- HMIS - *already covered*
- Lead Agency – *already covered*
- Agency Admin – *already covered*
- CoC
- CAHP
- Provider
- Project Type
- Units/Beds
- Workflow
- Assessments and Sub-assessments
- Universal Data Elements (UDEs)
- Common Data Elements
- Funder Specific Data Elements
- ART

Continuum of Care (CoC)

- The Continuum of Care of DC is the group of agencies and people that are involved in and interested in the homeless response system within the geographic boundaries of the District of Columbia.
- The CoC is coordinated and managed through the CoC Board. This board is the DC Interagency Council on Homelessness's Executive Board. This board hears from the various committees to inform its decisions.
- The Continuum of Care makes such decisions as:
 - The CoC's priorities for funding competitions,
 - CAHP prioritization rules and policies
 - Privacy and data sharing policies within HMIS
 - The Strategic Plan for the Homeless Response System of DC

Coordinated Assessment and Housing Placement (CAHP)

- Coordinated Assessment or Coordinated Entry is a process by which vulnerable people are prioritized for placement into housing programs.
- This is a community based process that is staffed by TCP. It is more than just the information within HMIS, but HMIS information plays a HUGE role in the process as it provides us
- Specialized CAHP training is provided to those who need to complete assessments and housing placements.
- DC's CAHP system is split into 4 sub groups
 - Families
 - Single Adults
 - Youth
 - Veterans

Provider

- Provider is a term specific to HMIS software. It is how the information is organized in the database
- There are 3 main types of providers in our system
 - Agency providers
 - Program providers
 - CAHP providers
- Provider Naming convention

[Agency Name or Acronym] – [Program Name] – [Project Type Population] – [Funding Source] (Provider ID#)

TCP – Chronic Homeless Initiative (CHI) 6 – PSH IND – HUD CoC(1736)

Project Types

Project Types are classifications of what your program or programs do. Here are the categories your program will fit into:

- Homelessness Prevention (HP)
- Street Outreach(SO)
- Emergency Shelter(ES)
- Safe Haven (SH)
- Transitional Housing (TH)
- Rapid Re-housing (RRH)
- Transitional Housing/Rapid Re-housing joint project (TH/RRH)
- Permanent Supportive Housing (PSH)
- Permanent Housing with Services (PH-S)
- Permanent Housing – Housing Only (PH-HO)
- Coordinated Entry (CE)
- Day Shelter (DS)
- Supportive Services Only (SSO)
- Other(Other)

Project Definitions part 1

- **Homelessness Prevention (HP):** A project that offers services and/or financial assistance necessary to prevent a person from moving into an emergency shelter or place not meant for human habitation.
- **Street Outreach(SO):** A project that offers services necessary to reach out to unsheltered homeless people, connect them with emergency shelter, housing, or critical services, and provide urgent, non-facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility. Only persons who are "street homeless" should be entered into a street outreach project. Projects that also serve persons other than "street homeless" must have two separate projects to be set up in HMIS, one 'Street Outreach' and the other 'Services Only.'
- **Emergency Shelter(ES):** A project that offers temporary shelter (lodging) for the homeless in general or for specific populations of the homeless. Requirements and limitations may vary by program, and will be specified by the funder.
- **Safe Haven(SH):** A project that offers supportive housing that (1) serves hard to reach homeless persons with severe mental illness who came from the streets and have been unwilling or unable to participate in supportive services; (2) provides 24-hour residence for eligible persons for an unspecified period; (3) has an overnight capacity limited to 25 or fewer persons; and (4) provides low demand services and referrals for the residents. **(DC currently DOES NOT have any Safe Havens)**

Project Definitions part 2

- **Transitional Housing (TH):** A project that provides temporary lodging and is designed to facilitate the movement of homeless individuals and families into permanent housing within a specified period of time, but no longer than 24 months. Requirements and limitations may vary by program, and will be specified by the funder.
- **Rapid Re-housing (RRH):** A permanent housing project that provides housing relocation and stabilization services and short- and/or medium-term rental assistance as necessary to help a homeless individual or family move as quickly as possible into permanent housing and achieve stability in that housing.
- **Permanent Supportive Housing (PSH):** A project that offers permanent housing and supportive services to assist homeless persons with a disability (individuals with disabilities or families in which one adult or child has a disability) to live independently.
- **Permanent Housing with Services (PH-S):** A project that offers permanent housing and supportive services to assist homeless persons to live independently, but does not limit eligibility to individuals with disabilities or families in which one adult or child has a disability.
- **Permanent Housing – Housing Only (PH-HO):** A project that offers permanent housing for persons who are homeless, but does not make supportive services available as part of the project.

Project Definitions part 3

- **Coordinated Entry(CE):** A project* that administers the continuum's centralized or coordinated process to coordinate assessment and referral of individuals and families seeking housing or services, including use of a comprehensive and standardized assessment tool.
 - *This is not a “project” in the traditional sense as it may more accurately reflects a system or process, but project is used because that is how data is typically collected in HMIS.
- **Day Shelter(DS):** A project that offers daytime facilities and services (no lodging) for persons who are homeless.
- **Supportive Services Only(SSO):** A project that offers only stand-alone supportive services (other than outreach or coordinated entry) to address the special needs of participants (such as child care, employment assistance, and transportation services) and has associated housing outcomes.
- **Other:** A project that offers services, but does not provide lodging, and cannot otherwise be categorized as another project type, per above. Any project that provides only stand-alone supportive services (other than outreach or coordinated entry) and has no associated housing outcomes should be typed as 'Other.'

Units/Beds

- The number of spaces available within a housing program for serving clients.
- The use of units is typically for Families where there are multiple beds within a unit. How many families are you able to serve in your program will get your number of units. The average family size will give us the number of beds in your program.
- For singles, the units and the beds are the same number – how many people are you able to serve?
- For rapid rehousing, this number can fluctuate.

Workflow

- A Workflow is how you enter data into HMIS. There are 4 main workflows in DC's HMIS:
 - **Entry/Exit Workflow** – Used by the majority of programs. Uses the ClientPoint module in ServicePoint for most data entry.
 - **ShelterPoint Workflow** – Used by Low Barrier and Severe Weather Shelters. Uses the ShelterPoint module in ServicePoint for most data entry.
 - **SkanPoint Workflow** – Used by Outreach and Day Shelters. Uses the SkanPoint module in ServicePoint for most data entry.
 - **Case Plans** – Used by case managers. Uses the ClientPoint module in ServicePoint.
- Trainings are split up by type of workflow.

Assessments and Sub-assessments

- Assessments are the groups of questions that are to be answered by the client. These assessments include text boxes, drop down options, date fields, and sub-assessments.
- Sub-assessments are mini assessments found within assessments where we are able to track changes to answers over time and different types of subordinate answers within an overall answer.
 - Example of Changes over time – Income
 - Example of Subordinate types within an overall answer – Disability types or Veteran service locations

Universal Data Elements (UDEs)

- Universal Data Elements are those questions that are REQUIRED for ANY program that enters into HMIS, regardless of funding source.
- HUD has required a set of data elements and DC has also required a set of data elements, so these two lists combined is the complete set of information required of ANY program entering into DC's HMIS.
- The next slides list the Universal Data elements as of 10/1/2019.

HUD UDEs

UNIVERSAL IDENTIFIERS (ONE ANSWER PER CLIENT RECORD)

- Name
- Name Data Quality
- Social Security Number
- Social Security Number Data Quality
- Date of Birth
- Date of Birth Data Quality
- Race
- Ethnicity
- Gender
- Veteran Status

UNIVERSAL PROJECT STAY ELEMENTS (ONE OR MORE VALUES PER PROJECT STAY)

- Disabling Condition (Yes/No)
- Project Start Date
- Project Exit Date
- Destination
- Relationship to Head of Household
- Client Location
- Housing Move in Date (for RRH and Permanent Housing projects)
- Prior Living Situation

DC UDEs

- Veteran Information
- Engaged with Case Management?
- Primary Reason for Homelessness
- Sexual Orientation
- Foster Care
- Institutionalization
- Zip Code of Last Permanent Address
- Client Contact Information
- Client Identification Information
- Last Grade Completed
- Client Education Information
- Language Access Questions

Common Data Elements

- These are data elements that MOST funders require for their grants and contract holders.
- Income and Sources
- Non-Cash Benefits
- Health Insurance
- Disability sub-assessment
- Domestic Violence
- Current Living Situation
- Date of Engagement

Program Specific Data Elements

- These are the data elements that are only required by certain funders or for certain project types.
- We will have user guides available in the coming month that details the funder specific data element for each funding source.

ART

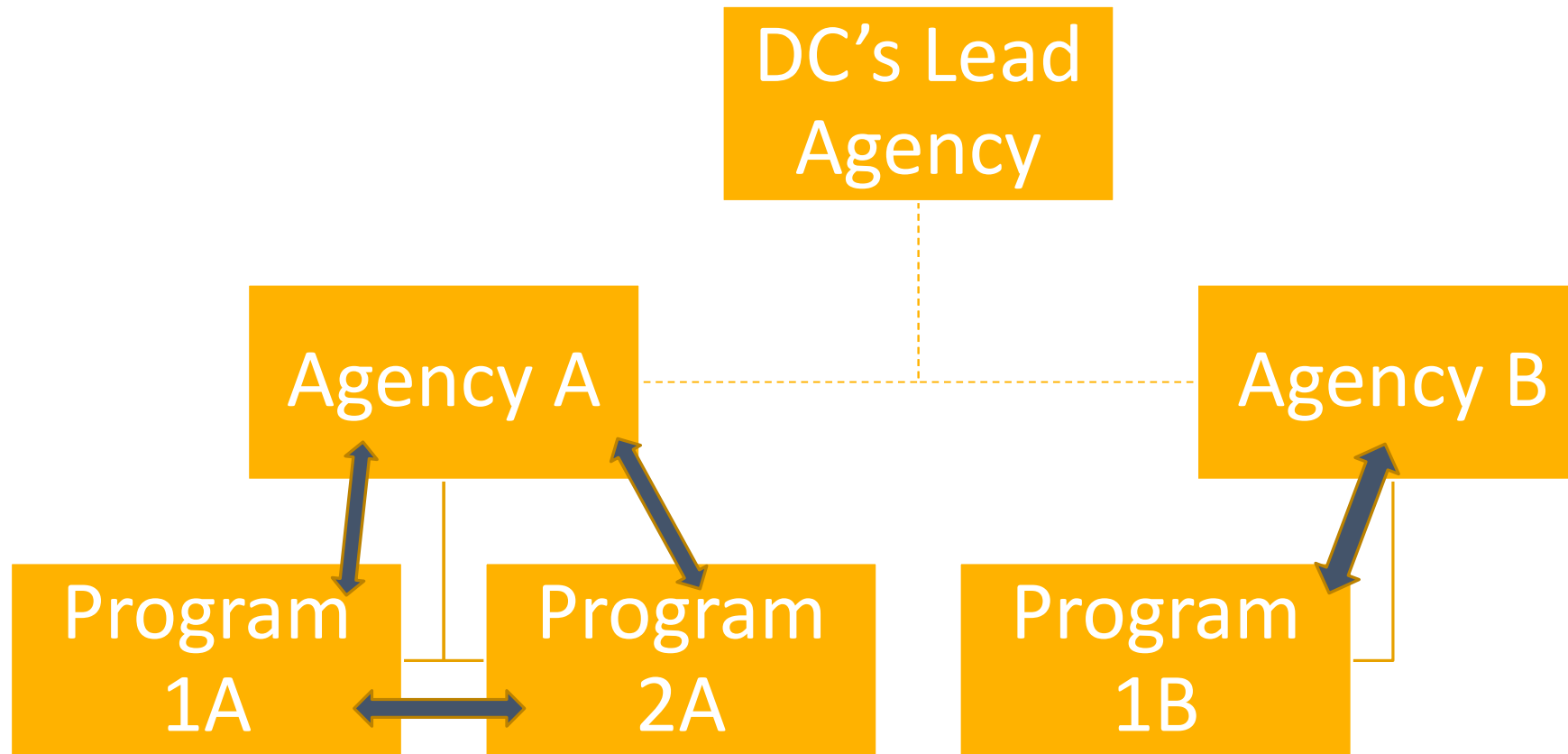
- ART stands for the Advanced Reporting Tool and is the primary reporting location for DC's HMIS
- It contains many reports, including
 - Data Quality reports
 - Custom program management reports
 - Client detail reports

Who Can See What?

Visibility and Data Security

- The database contains hundreds of thousand client files, each with dozens of project stays, services, and case notes.
- Having a visibility structure is important to ensure client information is protected, while also ensuring agencies and programs are able to work together to help clients.
- Client choice to share their program level information is at the heart of our visibility structure.

Visibility Basics – Current Structure



HUD UDEs – What's Shared & What Isn't

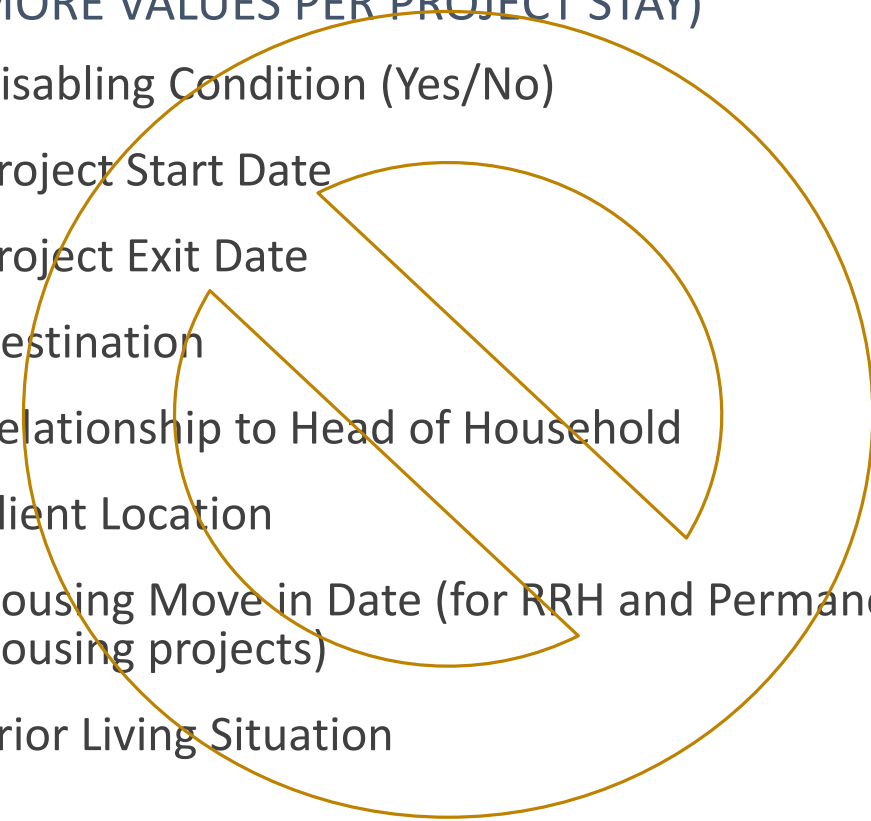
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Coming Soon: Universal ROIs

- There is not currently a standard ROI for the CoC but that is being worked on.
- Once more information is available we will update you all on this new document and the processes involved.

Data Security

- Keeping client information safe and secure begins with YOU!
- Do not let others log in as you.
 - Keep your user name and password to yourself.
 - Do not keep it posted anywhere others can see
- Do not leave your computer unattended while logged into ServicePoint.
- Do not save your login information with your web browser.
- Do not send client identifying information via unencrypted emails (including to the helpdesk!)
 - Client Identifying information includes:
 - Name
 - Date of Birth
 - Social Security Number

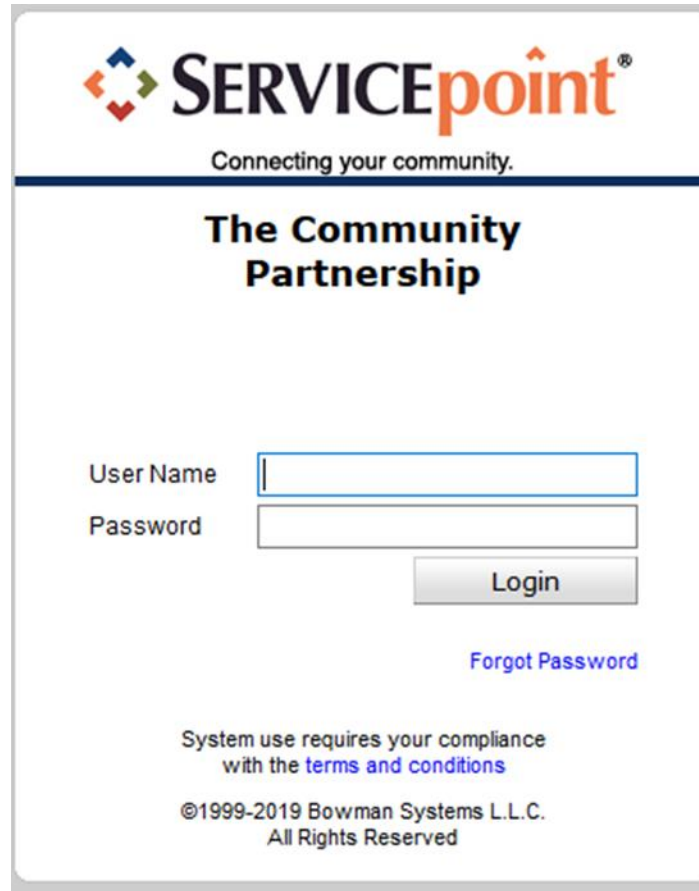
Logging into the System

And now that you know all that, it's time to
log into ServicePoint and begin your HMIS
journey...

Logging In

Training site:

https://sp5.servicept.com/washdc_demo/



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User Name

Password

Login

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Live site:

<https://washdc.servicept.com>

Logging In

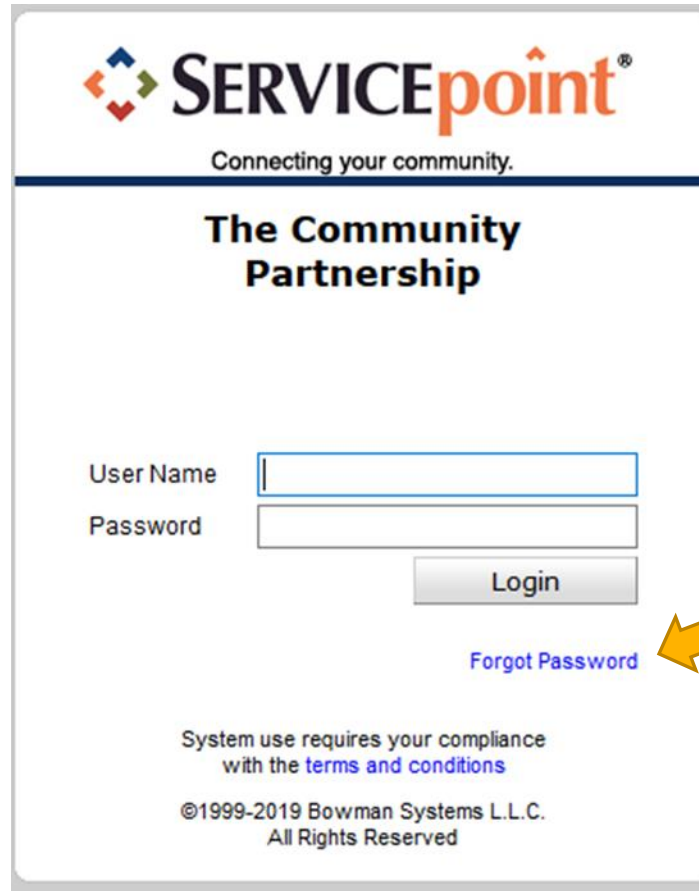
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Forgot your password?



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User Name

Password

Login

[Forgot Password](#)

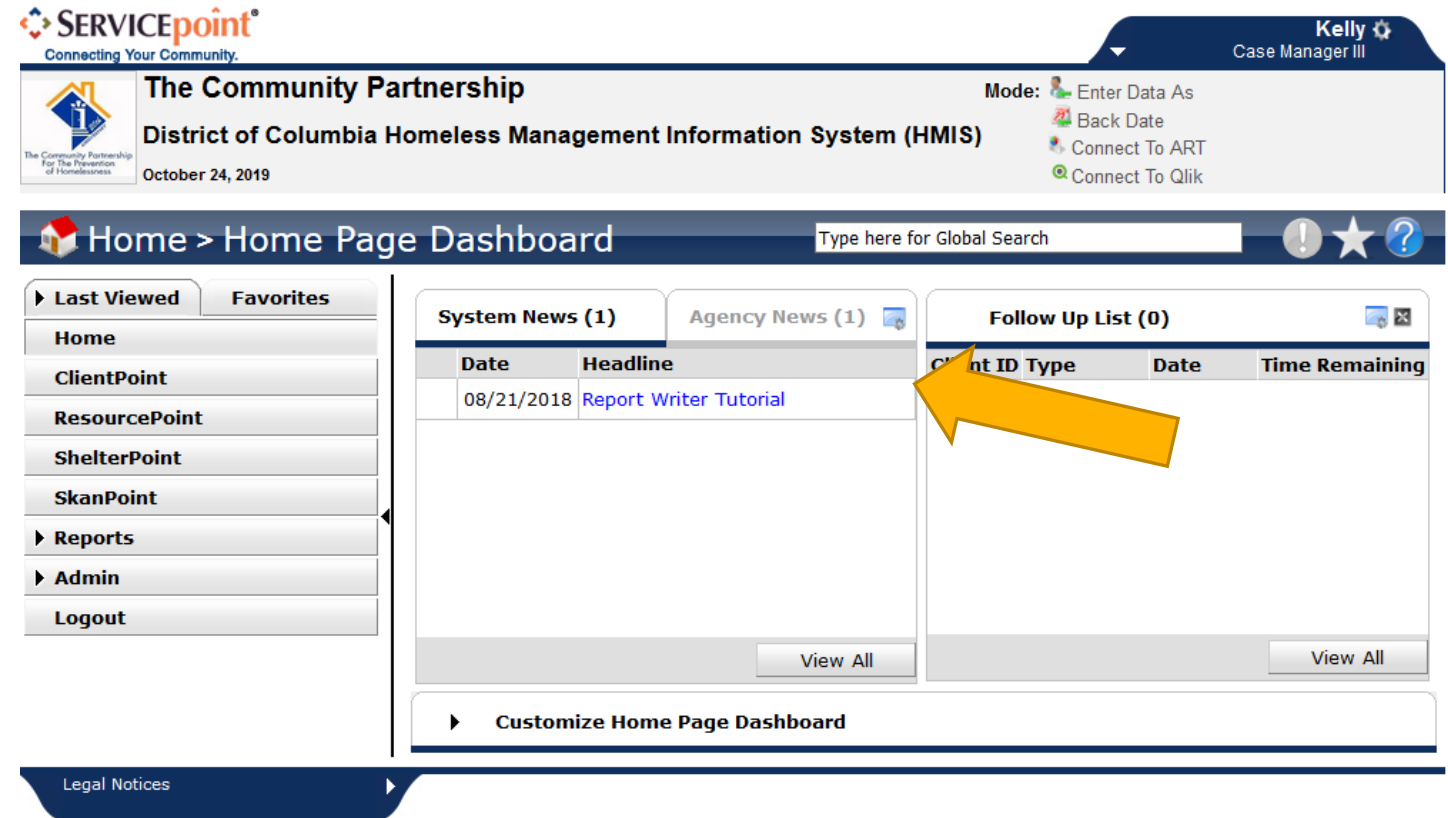
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Click here!

System News

- We are using System News to alert Users to changes in the system, as well as scheduled system down time.
- We will also be populating it with other resources so stay tuned...



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The Community Partnership
District of Columbia Homeless Management Information System (HMIS)
October 24, 2019

Mode: Enter Data As, Back Date, Connect To ART, Connect To Qlik

Kelly Case Manager III

Home > Home Page Dashboard

Type here for Global Search

System News (1)

Date	Headline
08/21/2018	Report Writer Tutorial

Agency News (1)

Follow Up List (0)

Client ID	Type	Date	Time Remaining
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View All

Customize Home Page Dashboard

Legal Notices

Help and Support

Helpdesk

System News

Trainings

- Helpdesk: hmis@community-partnership.org
 - Email the helpdesk with questions and we will provide answers and resources.
 - We respond within 2 business days.
- Trainings:
 - We hold HMIS trainings every month.
 - They are open to all, new user, seasoned veteran, or anywhere in between.
 - Registration links found here: <https://community-partnership.org/events/>
 - Have questions about the trainings? Email the helpdesk!



Thanks for participating!

Questions?

HMIS Help-Desk Email: hmis@community-partnership.org