



Agency Technical Administrator (ATA) Team Meeting

July 12, 2017



Thank you!

ST. LEONARD'S
MINISTRIES
REBUILDING LIVES, RESHAPING FUTURES

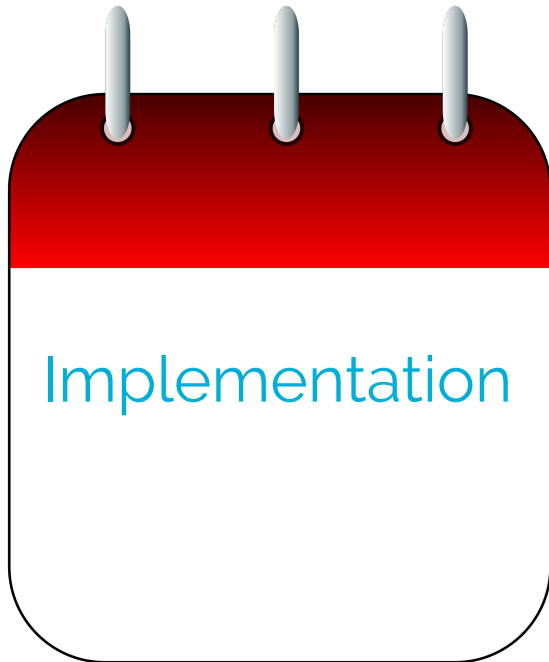
Michael Barlow Center

St. Leonard's Ministries developed the Michael Barlow Center to provide education, training, and job placement services for formerly incarcerated men and women. This three-story facility opened its doors in March 2005.

Michael Barlow, 1952–1996

Michael Barlow was a former resident and staff member at St. Leonard's Ministries. His commitment to rebuilding his own life touched the hearts of everyone he met. When he died in 1996, he left behind a legacy of hope for those who would follow him through the doors of St. Leonard's Ministries.

Coordinated Entry System (CES)



January		Youth Provider involvement in planning process
February	✓	Finalized assessment added to HMIS. Eligibility criteria finalized and submitted.
March	✓	Finalized assessment added to HMIS Training begins!
April	✓	Youth Coordinated Entry Process begins! Matches start on April 15th!
	✓	Start to focus on Individual Coordinated Entry Process
May	✓	Individuals are assessed with matching beginning May 15th CRS stops accepting individual applications
June	✓	Individual Coordinated Entry Process continues!
July	✓	Family Coordinated Entry Process begins
August		Coordinated Entry is fully implemented in HMIS! CRS no longer accepts any applications

Coordinated Entry System (CES)



Engagement	Coordinated Entry System 101 July 25th at 9am at Dr. King Service Center
Assessment	Skilled Assessor Trainings July Trainings are currently at capacity Details on website: http://www.csh.org/chicagoces
Matching	Housing Provider Webinars August 2nd at 1pm August 8th at 1pm Property Managers
Housing	Overview and Verifying Chronic Homeless Status Video coming soon!

www.csh.org/chicago-coordinated-entry-system-training/

Coordinated Entry System (CES) and Agency Technical Administrators (ATA's)

CES is a continually evolving process and
ATA's play a critical role in many aspects of it.

Current means of communication:

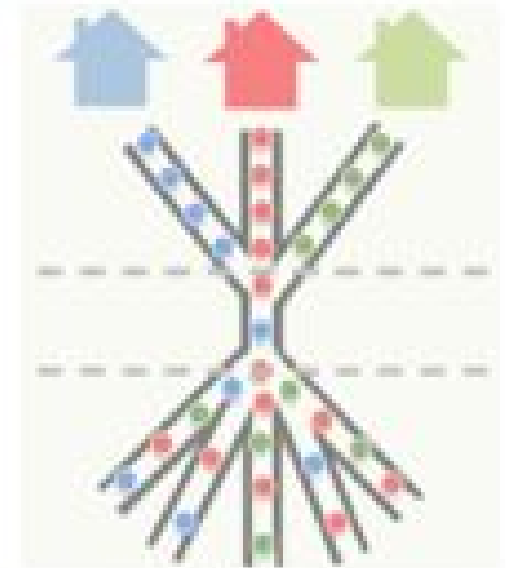
Webinars

ATA Meetings

Best means of communication:

Continue with current plans?

Other ideas to keep ATA's effectively involved



Coordinated Entry System (CES): Primary Contact Person for Matching



Chicago Coordinated Entry System (CES)
Project Primary Contact Person for Matching

Identification of the Primary Contact Person:
Name and email address are included on the One List with with each individual's current project. At Match, the contact information is shared with the Housing Provider to help facilitate the connection with the individual to expedite the housing process.

The One List (Provider Contact Information):

Name	ClientID	Program Type	Provider Contact	Enrolled in Safe Haven/Youth TH; Needs Match to Other Project	Project Entry Date	Project Exit Date
		Coordinated Assessment (MUD)			5/16/2017	
		Emergency Shelter (MUD)			3/28/2017	
		Services Only (MUD)			1/9/2017	

Select Admin and Provider Admin to begin the process to enter Primary Contact Information



Provider Search
Search for Providers by using keywords from the Provider Name or Description.
Search

Provider Number
Enter or scan a Provider ID number to look up that Provider.
Provider ID #

Search for Provider (Project) as indicated above

Coordinated Entry System (CES): Primary Contact Person for Matching



Chicago Coordinated Entry System (CES)
Project Primary Contact Person for Matching



Upon searching for and selecting the project, the user views details in the Provider Profile Tab. Scroll down to the Additional Information area and expand.

Provider Profile

Update History

Last Update Request Date	There t
Number of Update Requests sent since last Official Update	0

Update History

Official Update	Update Date	Person
Add Update		

Description

▶ **Module Access Settings**

▶ **Location Information**

▶ **Contact Information**

▶ **Additional Information**

Primary Contact for CES Connection to Housing Provider

Primary Contact for CES - Name:	Kimberly Schmitt
Primary Contact for CES - Email Address:	kadmitt@alchicago.org
Primary Contact for CES - Phone Number:	312.279.0301

Save Save & Exit Exit

Find the area titled, Primary Contact for CES Connection to Housing Provider. Enter the Contact's name, email address, and phone number. Select Save and Exit to complete the process.

Coordinated Entry System (CES): Standardized Housing Assessment - New Contact Information



Chicago Coordinated Entry System (CES)
Standardized Housing Assessment - New Contact
Information

Entering New Contact Information for Project Participants:
Assessment connected to participants' current project to allow for the sharing of their contact detail to ensure CES team has most effective means of contacting the individual for assessment and/or housing.

Information to include:

- Phone Number
- Email Address
- Emergency Contact
- Household composition details

Completed an Interim/Update Assessment to enter the Contact Information:



**Interim Review Type:
CES New Contact Information**

**Click on the Assessment titled,
"Standardized Housing
Assessment - New Contact
Information" and add details.**

Information can be updated at any time as any of the contact or household details while the participant is engaged with your project.

Coordinated Entry System (CES)

Youth and Individual Implementation:

One List (as of June 30th):

Youth: 1360

Individuals: 6803

Assessed:

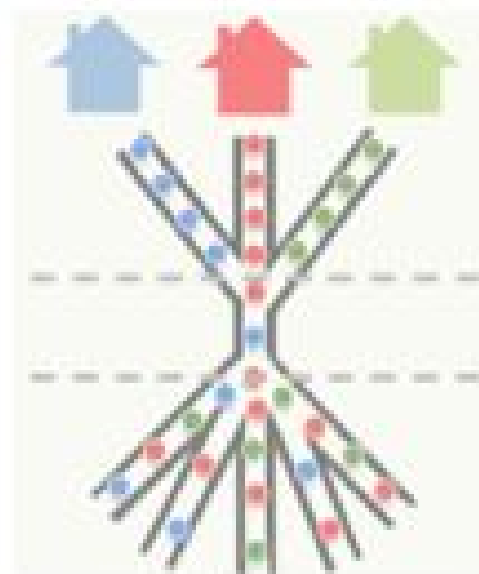
Youth: 159 (12% of One List)

Individuals: 601 (9% of One List)

Matched:

Youth: 69 (43% of Assessed)

Individuals: 128 (21% of Assessed)



Coordinated Entry System (CES) Skilled Assessors Update

Since 3/28/17:

- 195 Skilled Assessors trained
- 99 have not completed an assessment
- 32 Skilled Assessors have completed 75% of all CES assessments

Expectations:

- Frequency of Assessments
- Quality
- Training
- Observed Disabilities

Coordinated Entry System (CES): Skilled Assessors Agreement

Category	Expectations
Confidentiality	Skilled Assessors have access to privileged information. Serving in this capacity requires maintaining the confidentiality of applicants, in line with HMIS data standards.
Frequency of Assessments	Enter at least two Standardized Housing Assessments each month via the CES Skilled Assessor Project.
Quality	It is expected that Skilled Assessors fully complete all assessments including the VI; however, Skilled Assessors are allowed three assessments without VIs each quarter.
Training	Participate in a minimum of two training sessions offered by CES lead entities per year on topics related to observing disabilities, client engagement, and ongoing development
Observed Disabilities	75% of assessments have accurate information regarding observed disabilities when this is noted as a response on the completed assessment

Quarterly Data Quality Assessment Process: June Follow-Up

- Data Issues were included in the June Assessment (but did not count towards rates of missing data for June)
- **Data Issues are** a new quality check on DOB, and SSN
- The HMIS Committee requested this addition, to keep in line with HUDs requirements

Quarterly Data Quality Assessment Process: Data Issues

Date of Birth (DOB)

- DOB is prior to 1/1/1915
- DOB is after the date that the record was created (example: client was born on 1/1/2006, but their record was created on 1/1/2000)
- DOB is on or after the Entry date
- DOB data quality question indicates partial information provided

Note: Data issues will count towards missing data rates in October!

Quarterly Data Quality Assessment Process: Data Issues

Social Security Number (SSN)

- SSN is less than 9 digits long
- First three digits are '000', '666', or in the '900' series
- Middle two digits are '00'
- Last four digits are '0000'
- Repetitive (999999999) or sequential numbers for all 9 digits (345678901, 987654321)

Note: Data issues will count towards missing data rates in October!

Quarterly Data Quality Assessment Process: CURRENT Timeliness Measures

- Data entry timeframe for children born during enrollment - 1 month. Entry date 1 day after DOB
- Reminder - Data Entry Timeframe
 - 3 days - Emergency Shelters, Interim Housing
 - 7 days - Rapid Re-Housing, Transitional Housing, PSH, Safe Havens, Services Only, Street Outreach

As outlined in Chicago's Data Quality Plan

Quarterly Data Quality Assessment Process: REVISED Timeliness Measures

Beginning with the October Assessment, Timeliness for the creation of **Entries and Shelter Stays will be measured at 2 days.**

The Data Quality Steering Committee made this decision for several reasons to help ensure we have an effective Coordinated Entry System for both those experiencing homelessness and providers working to connect them to housing.

Quarterly Data Quality Assessment Process: REVISED Timeliness Measures

Why do we need to revise these standards?

1. CES - it's important to know who is experiencing homelessness to allow for their placement on the One List and quick connection to a Skilled Assessor
2. CES - it's important to know who has entered permanent housing or no longer experiencing homelessness. They are removed from the One List and efforts cease to connect them to housing.
3. Minimize conflicting data - multiple Entries for the same client

Quarterly Data Quality Assessment Process: REVISED Timeliness Measures

The Data Quality Plan is being revised and will require HMIS Committee approval.

Pending this approval, the new standard of 2 days will be measured at 90%.

The new standard will be included in the October results, but will not count towards compliance until January 2018.

SAGE Reporting Repository

- Beginning 4/1/17, APRs must be submitted using SAGE - a new reporting repository.
- All Chicago must approve all users requesting access to Sage

How does the switch to Sage and a canned APR change the role of the ATA?

Sage Resources

*Subscribe to the HUD Exchange Listserv to receive important information. To subscribe now, click [here](#).

Creating an account in Sage:

<https://www.hudexchange.info/trainings/courses/sage-training-video-how-to-create-an-account/>

Sage Webinar Training:

<https://www.hudexchange.info/trainings/courses/apr-training-overview-of-the-sage-hmis-repository-webinar/1887/>

Sage Guidebook:

<https://www.hudexchange.info/resource/5315/sage-coc-apr-guidebook-for-coc-grant-funded-programs/>

HUD CoC APR Resources

Recorded Webinar covering the new report:

<http://hmis.thechicagoalliance.org/hc/en-us>

HMIS Standard Reporting Terminology Glossary

<https://www.hudexchange.info/resource/4489/hmis-standard-reporting-terminology-glossary/>

New Consent & Locking Records

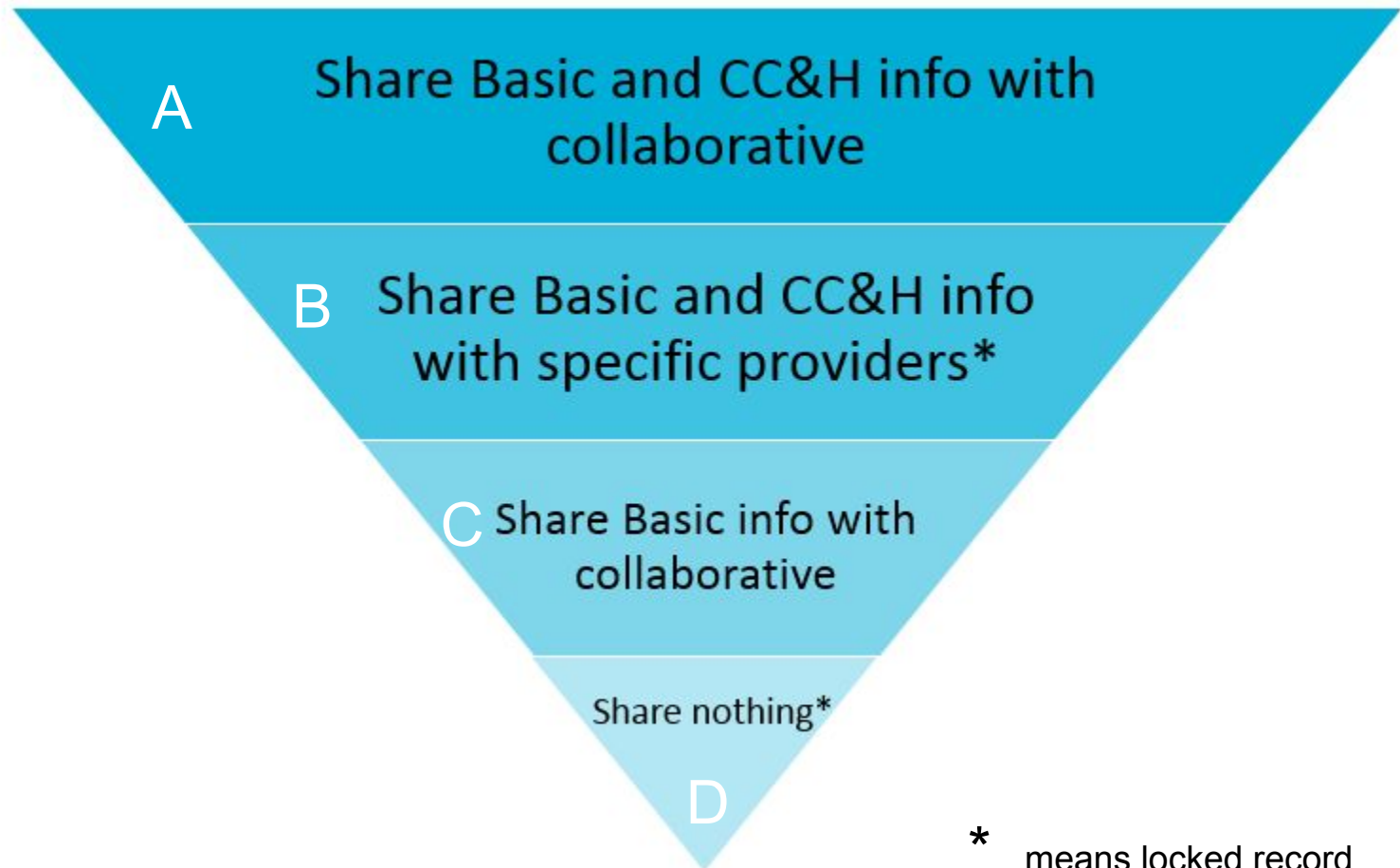
- New ART Report to check ROIs - since 5/1/17

Which data sharing options require a locked record?

A B C D

4 Data Sharing Options:

Coordination of Care and Housing Information



* means locked record

New ART Report: Consent_ROI_Check

The image shows a file explorer window with a folder tree on the left and a file list on the right. The folder tree includes 'Public Folder', 'archived', 'ART Gallery Reports and Resou', 'ART Standard Reports', 'Bowman Use Only', 'Chicago Alliance (Only)', 'Chicago CoC Reports (Secure)', '25 Cities', 'APR', 'CES', and 'Data Quality'. The file list shows several files with search icons, including '0263 - RHY Data Completeness-Quality Report - v2', 'AHAR - Exit Clients 20161019', 'Annual Assessments 2016-04-25', 'Annual Assessments 2017-04-24', 'Check Most Recent Service - Drop-In Centers', 'Check Most Recent Service - Emergency Shelters', 'ChicagoDQ_----_yyyy-mm-dd', and 'Consent_ROI_Check_2017-06-13'. A blue arrow points to the last file.

File Name	Date
0263 - RHY Data Completeness-Quality Report - v2	2017-05-08 13:05
AHAR - Exit Clients 20161019	2016-11-30 13:09
Annual Assessments 2016-04-25	2017-04-24 12:27
Annual Assessments 2017-04-24	2017-04-24 13:03
Check Most Recent Service - Drop-In Centers	2015-10-06 09:52
Check Most Recent Service - Emergency Shelters	2017-01-03 09:52
ChicagoDQ_----_yyyy-mm-dd	2017-06-27 11:25
Consent_ROI_Check_2017-06-13	

New ART Report: Consent_ROI_Check

Run Report on your Agency Level Provider

It's necessary to run this new report on the provider selected when ROI records are created!!









Release of Information

Release of Information - (390509) test, bowman

Household Members

No Household Members were originally associated.

Release of Information Data

Provider *	All Chicago (1) 
Release Granted	Yes
Start Date *	07 / 01 / 2017   
End Date *	08 / 01 / 2020   
Documentation	A - Share 1 with Collaborative and 1 and 2 with agencies overseeing housing and service matching 
Witness	Amanda Fox

New ART Report: Consent_ROI_Check

Red Alerter for records requiring locking.

Instructions

1. Run this report
2. Ensure records are locked where the red alerter appears
3. Check for correct data entry

Documentation

A - Share 1 with Collaborative and 1 and 2 with agencies overseeing housing and service matching

D - Does not agree to share any information (Data not shared with any agencies)

B - Share 1 and 2 as a locked file (Data only shared with agencies overseeing matching and housing)

D - Does not agree to share any information (Data not shared with any agencies)

D - Does not agree to share any information (Data not shared with any agencies)

D - Does not agree to share any information (Data not shared with any agencies)

A - Share 1 with Collaborative and 1 and 2 with agencies overseeing housing and service matching

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A - Share 1 with Collaborative and 1 and 2 with agencies overseeing housing and service matching

Locking Record Monitoring

We are preparing to begin the sharing of Entries.

Locking Records for clients that DO NOT agree to share data is critical.

We will begin **spot checking** client records **soon** to ensure records are locked appropriately.

Helpdesk Resources

HMIS Training

CONSENT FORM & PRIVACY POLICY

★ Documenting Client Consent in HMIS - ROI

★ How to Lock a Client Record

Recorded Webinar: New Consent Form and Privacy Policy Training

<http://hmis.thechicagoalliance.org/hc/en-us>

Helpdesk Resources

Client Consent Forms

NEW PRIVACY AND CONSENT FORMS

- ★ [Chicago CoC Privacy Policy Notice](#)
- ★ [Chicago CoC Privacy Posting](#)
- ★ [Client Consent for Data Sharing and Supplemental](#)

HMIS PARTNER AGENCIES

[HMIS Partner Agencies](#)

<http://hmis.thechicagoalliance.org/hc/en-us>

Required Training: Consent & Privacy

Next LIVE webinar: Tuesday, July 18th
10:00am

Registration Link:

<https://attendee.gotowebinar.com/rt/4548443592947240963>

Email communication on the way with names of users still needing to attend.

New User Training

What's New?

- Revised Agenda
- Improved registration questions and process
- Extra 30 minutes, to allow for an activity!

Helpdesk

Coming Soon!

- Training Videos
- Improved design
- New Phone Number (voicemail only)

2017 Point-In-Time Count (PIT) Review

Successes

Data from approximately **70%** of projects came from HMIS

First time HMIS data was used for official submission

Data was submitted on time: May 1st



2017 Point-In-Time Count (PIT) Review

Challenges

Duplicates: Clients in beds at multiple projects at one time





Data entry for projects serving households with multiple clients (families): **HMIS Data was not used** if household members were added to beds separately

Shelter Inventory Information

Unit List - Emergency Shelter				
	Date In	Floor	Room	Bed
		Fifth Floor	Suite 504	Bed 001
		Fifth Floor	Suite 504	Bed 002
		Fifth Floor	Suite 504	Bed 003

Adding Household Members to Beds in ShelterPoint

Unit Entry Data - (30) Fox, Amanda

Date In *	05 / 09 / 2017    3 : 31 : 17 PM	Midnight Check In
On Premises	Yes	
Exempt from Curfew	No	
Unit Name / Number	Fifth Floor / Suite 504 / Bed 001	Assign Unit
Supplies Given	<input type="text"/>	 Change Clear
Locker number	<input type="text"/>	
Codes/Notes	<input type="text"/>	

Incidents For (30) Fox, Amanda

Start Date	End Date	Incident	Incident Code	Provider	Ban Site	Staff
Add New Incident						
No matches.						

Households Overview

Household Members

To include Household members in this Check In, click the box beside each name. Then assign each member a unit. If no unit is available, an Overflow unit will be used. Note: Only members from the same Household may be selected.

(7) Female w/ child

(30) Fox, Amanda

(43) Fox, Jerry

Assign Unit

Assign Unit

Default Shelter Assessment

No Shelter Check In Assessment is specified for this Provider

Save

Save & Exit

Exit

2018 PIT Prep

- Training this Summer focused on challenges from 2017
- Preliminary Point-In-Time Count (pre-PIT) late October
- **Continue using ShelterPoint!!**

Thank you!

Next Meeting

Wednesday, September 13th

10am - Noon

Location: TBD