



Agency Technical Administrator (ATA) Team Meeting

November 08, 2017

Coordinated Entry System (CES)

Chicago's Dashboard to End Homelessness

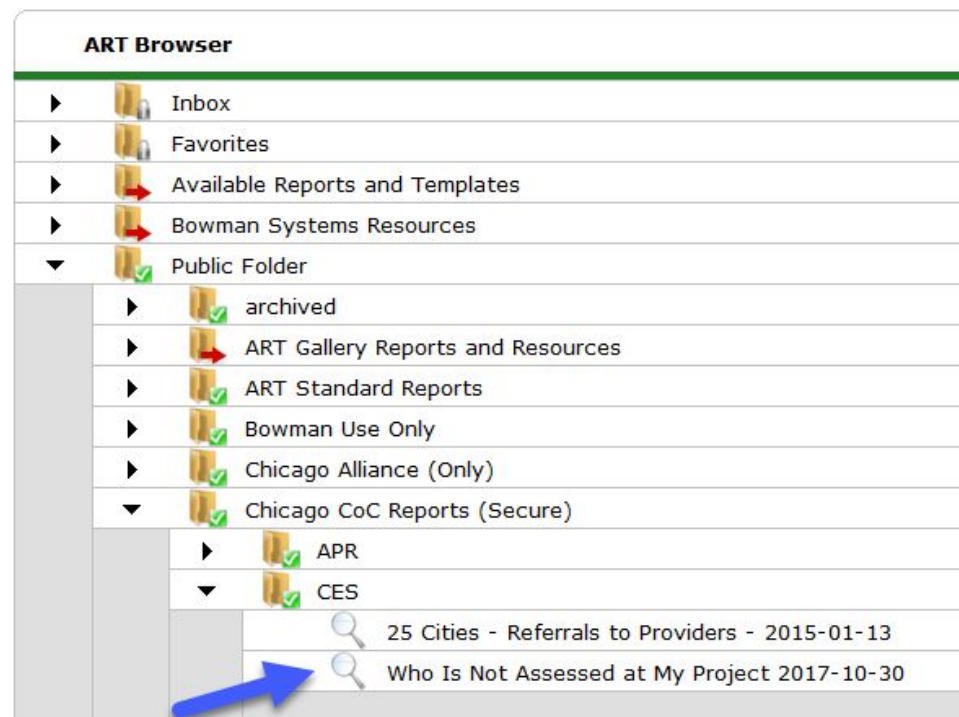
- Key System Indicators
- Participant Engagement with Homeless System
- Participant Engagement with PH Providers

<https://allchicago.org/dashboard-to-end-homelessness>

Coordinated Entry System (CES)

Who is Not Assessed at My Project?

- Program Models Chart and DFSS scopes more influenced by CES.
- Report shows currently enrolled clients who do not have a CES entry and their CH status



Coordinated Entry System (CES)

Heads of Household Not Yet Assessed						
ClientID	Entry Date	Days Enrolled	Entry Exit Provider Id	Client Unique Id	Experiencing Chronic Homelessness	Client Age at Entry
	7/6/12	1,949	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	ttgm11191957t600t	CH	54
	7/6/12	1,949	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	kmm07201959k5:	CH	52
	7/13/12	1,942	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	jfym01181951j520f	CH	61
	7/13/12	1,942	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	ogem11171960o4E	Not CH	51
	1/1/13	1,770	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	akrm06061965a53	Not CH	47
	6/1/13	1,619	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	tlpm01011954t500l	Not CH	59
	4/23/14	1,293	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	eprm10111962e25	Not CH	51
	1/1/15	1,040	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	cmsm01181965c4l	Not CH	49
	1/1/15	1,040	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	mjcm03131955m2	Not CH	59
	6/7/15	883	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	dsif03301959d100	Not CH	56
	10/1/15	767	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	dhn11061953d10	Not CH	61
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	chnf08041952c500	CH	63
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	msam09291955ml	Not CH	60
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	jwem05301960j65l	CH	55
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	jrlm06021950j500r	CH	65
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	jmam03181977j20	Not CH	38
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	azlm12201961a53l	Not CH	54
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	rwlm07211952r26E	Not CH	63
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	otym10201972o23	CH	43
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	ptom04301969p40	CH	46
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	mrcm02241958m2	CH	57
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	jrvm02121965j200l	Not CH	50
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	rsim02221979r560	Not CH	36
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	gvnm01061972g1E	CH	43
	1/1/16	675	Franciscan Outreach Association Franciscan House of Mary & Joseph(238)	mjh01011960m20	Not CH	56

Coordinated Entry System (CES)

Data Quality: Exiting people who have housed dates elsewhere in HMIS

- Emails incoming
- Confirm the person is not in your project
 - exit based on the last date in project and last known destination

103 clients with housed dates after current start date in ES/SH/TH project

256 clients with housed dates after current start date in SSO/SO/Other

Coordinated Entry System (CES)

Entries in ES/SH/TH Projects before Housed						
<u>ClientID</u>	<u>ProviderID</u>	Program Type	<u>EntryDate</u>	Most Recent Housed Date	Still in Project	Not in Project and exit completed in HMIS
	Pacific Garden Mission - Men's Transitional Resident Program(1300)	Emergency Shelter (HUD)	10/31/2017	11/1/2017		
	Pacific Garden Mission - Men's Transitional Resident Program(1300)	Emergency Shelter (HUD)	8/22/2017	8/22/2017		
	Pacific Garden Mission - Men's Transitional Resident Program(1300)	Emergency Shelter (HUD)	8/4/2017	10/26/2017		
	Pacific Garden Mission - Men's Transitional Resident Program(1300)	Emergency Shelter (HUD)	8/30/2017	9/25/2017		
	Pacific Garden Mission - Men's Transitional Resident Program(1300)	Emergency Shelter (HUD)	9/9/2017	10/15/2017		
	Pacific Garden Mission - Men's Transitional Resident Program(1300)	Emergency Shelter (HUD)	8/4/2017	8/30/2017		
	Pacific Garden Mission - Men's Transitional Resident Program(1300)	Emergency Shelter (HUD)	9/13/2017	10/18/2017		

Mark appropriate column and send back

Coordinated Entry System (CES)

Skilled Assessor Forum

33 N LaSalle in Vault Conference Room

November 10, 2017

9:30am-12:30pm

Updates to CoC Standardized Housing Assessment and process improvements

Quarterly Data Quality Assessment Process: Changes to Process

- Data Issues
 - Beginning with October Assessment
- Timeliness
 - Beginning with January 2018 Assessment

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)
- Clients who don't know or refuse to answer

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

Quarterly Data Quality Assessment Process: NEW Timeliness Measures

Beginning with the January 2018 Assessment, Timeliness for the creation of **Entries and Shelter Stays will be measured at 2 days**. The time of day that an entry occurred or is created in ServicePoint is not relevant

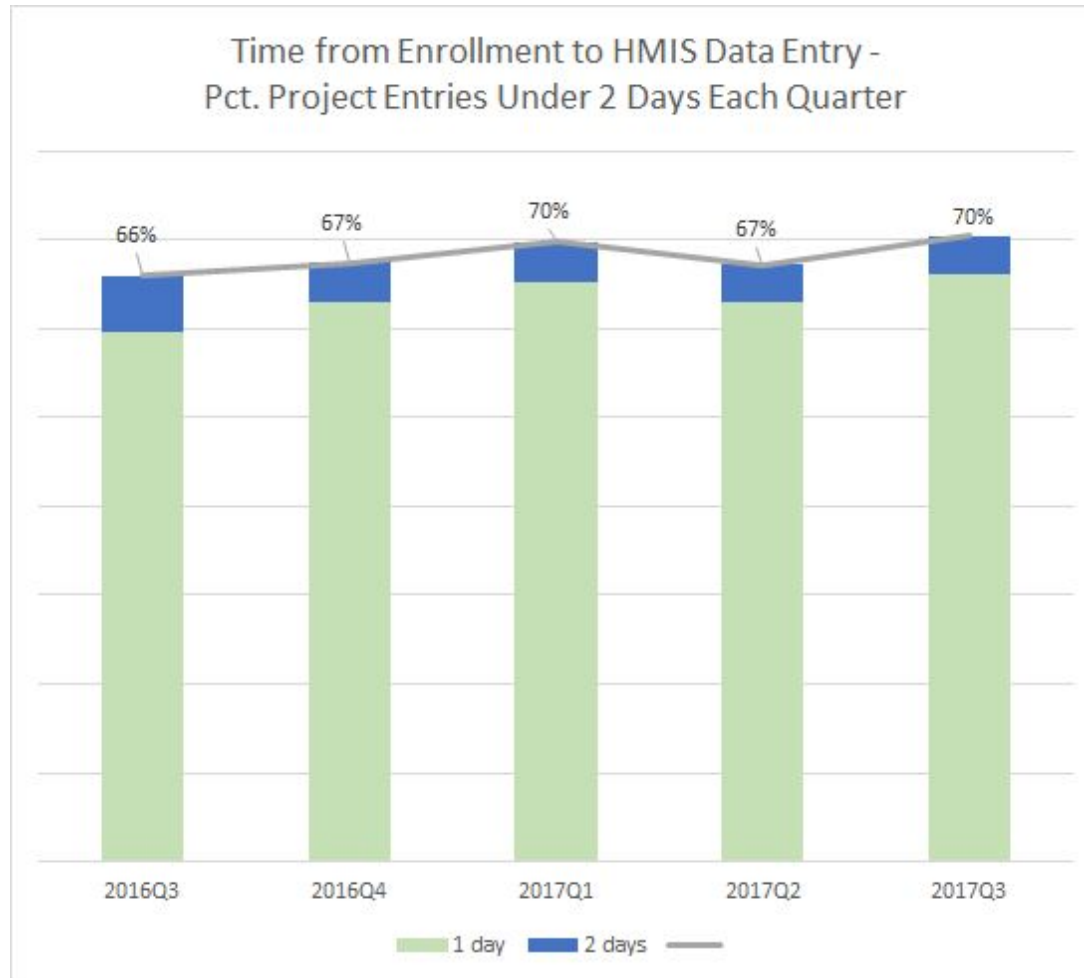
The Data Quality Steering Committee made this decision for several reasons to help ensure we have an effective Coordinated Entry System for both those experiencing homelessness and providers working to connect them to housing.

Quarterly Data Quality Assessment Process: NEW Timeliness Measures

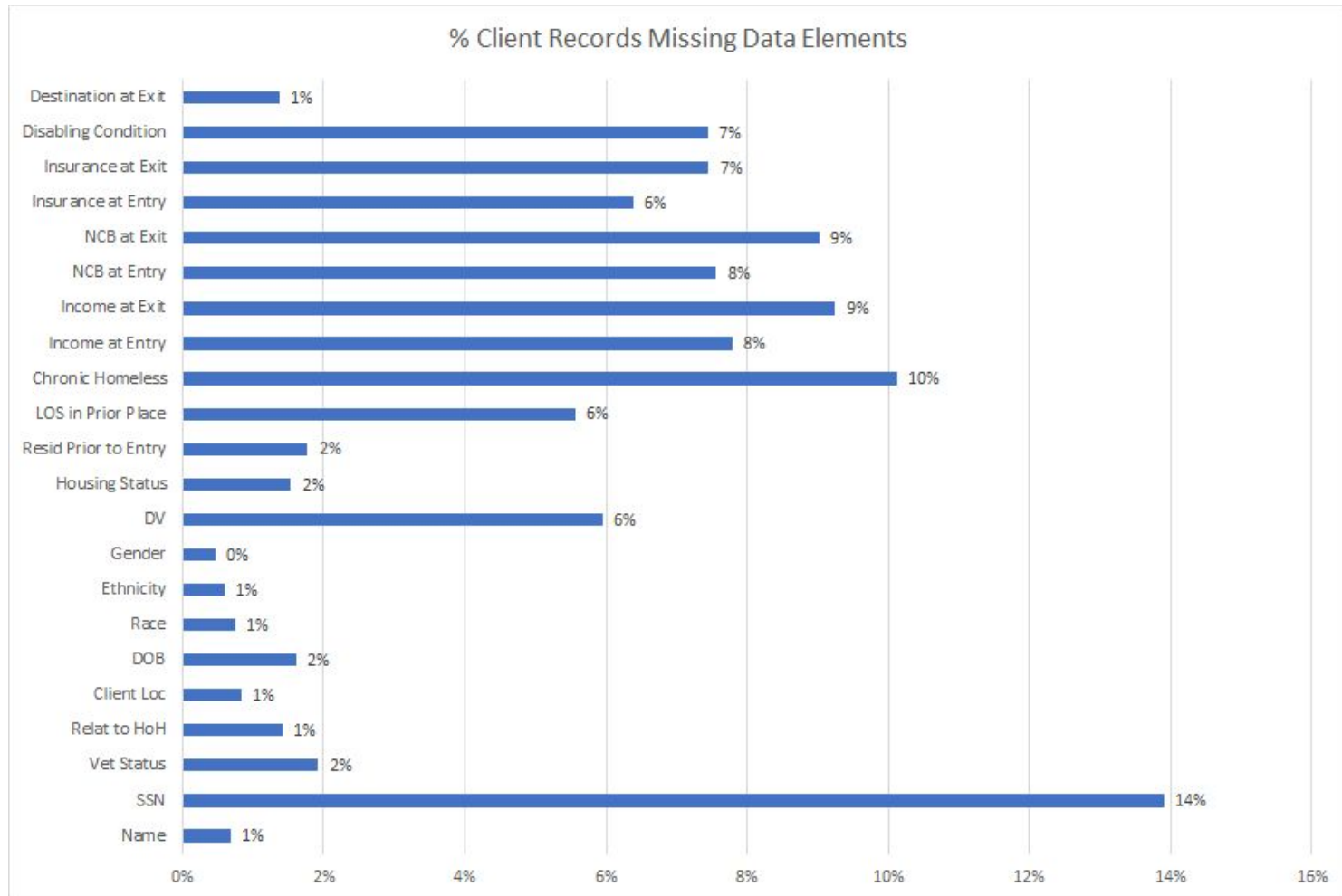
Why do we need to revise these standards?

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: October Results - Timeliness



Quarterly Data Quality Assessment Process: October Results - Missing Data



Unit List Update Form

- Additional questions to help facilitate CES
- All questions regarding populations served
- ONLY for programmatic changes

DO fill out a unit list update form	DO NOT fill out a unit list update form
Additional funding for more units	Changes in family sizes
Decreased funding for fewer units	Units temporarily unavailable
Changes in bed dedication	Changes in bed prioritization

AHAR Submission

Bed Coverage Rates

	ESFAM	ESIND	THFAM	THIND	PSHFAM	PSHIND
<i>Bed Coverage Rates- 1 year</i>	92%	96%	80%	95%	92%	93%

Unduplicated Counts

Number of Persons	ESFAM	ESIND	THFAM	THIND	PSHFAM	PSHIND
1 year count (October 1-September 30)	4,477	9,067	1,315	2,281	2,024	4,866
On an average night	1,339	1,743	470	669	1,817	4,361
Point-in-Time Counts						
<i>October 26, 2016</i>	1,357	1,644	495	676	1,787	4,356
<i>January 25, 2017</i>	1,386	1,785	499	685	1,807	4,373
<i>April 26, 2017</i>	1,229	1,711	459	655	1,856	4,384
<i>July 26, 2017</i>	1,394	1,676	455	665	1,841	4,351

Bed Utilization Rates

Percent Beds Utilized	ESFAM	ESIND	THFAM	THIND	PSHFAM	PSHIND
On an average night	98%	87%	74%	82%	83%	97%
<i>October 26, 2016</i>	99%	82%	78%	83%	81%	97%
<i>January 25, 2017</i>	101%	90%	79%	84%	82%	97%
<i>April 26, 2017</i>	90%	86%	73%	80%	84%	97%
<i>July 26, 2017</i>	102%	84%	72%	81%	84%	96%

AHAR Submission

Missing Data Rates

Variable	ESFAM	ESIND	THFAM	THIND	PSHFAM	PSHIND
<i>Gender</i>	0%	0%	0%	0%	0%	0%
<i>Age</i>	1%	1%	0%	0%	0%	0%
<i>Ethnicity</i>	1%	1%	0%	0%	0%	0%
<i>Race</i>	2%	3%	1%	1%	0%	1%
<i>Living Arrangement the Night Before Program Entry</i>	1%	2%	1%	0%	2%	1%
<i>Disability Status</i>	2%	2%	0%	1%	0%	0%
<i>Veteran Status</i>	3%	6%	0%	1%	0%	0%
<i>Household Size</i>	0%	0%	0%	0%	0%	0%
<i>Household Type</i>	1%	1%	0%	0%	0%	0%
<i>Length of Stay</i>	4%	5%	1%	1%	5%	9%
<i>Number of nights - Adults</i>	0%	0%	0%	0%	0%	0%
<i>Number of nights - Children</i>	0%	0%	0%	0%	0%	N/A
<i>Destination at Exit</i>					0%	11%

Child-Only Entries!







Run the DQ Report to check for them

2017 Assessments in HMIS

- Implemented October 1st
 - HMIS Data Standards changes
- Most projects saw minor changes
- Permanent Housing projects had a significant workflow change

Most Significant Change: Project Start Date

While we still see Entry Date in ServicePoint, the Data Standards have changed to Start Date.

Entry / Exit			
	Program	Type	Entry Date
	All Chicago - Emergency Shelter (883)	HUD	 11/21/2016
	All Chicago - PSH (1415)	HUD	 04/26/2016
	All Chicago - Emergency Shelter (883)	HUD	 03/12/2016

Add Entry / Exit Showing 1-

Data Element

3.10 *Project Start Date*

Rationale To determine the start of each client’s period of participation with a project. All projects need this data element for reporting time spent participating in the project. In 2017, this data element changed from *Project Entry Date* to *Project Start Date* to capture more complete information about persons accepted into and residing in all types of Permanent Housing. Paired with 3.20 *Housing Move-In Date*, it becomes possible to determine the length of time from project start to housing placement for all PH clients, not just clients in RRH.

Data Collection Instruction Record the month, day, and year of each client’s project start. The project start date indicates a client is now being assisted by the project.

For each client’s enrollment in a project, there must only be one *Project Start Date*. Any errors in entering the date should be corrected as soon as they are noticed.

Different project types use *Project Start Date* differently, to address the difference in meaning associated with “starting” residential, service, and permanent housing projects. See descriptions below for more information.

Project Impact

Permanent Housing projects are now expected to enroll clients in their project in HMIS before they are housed.

Description of Project Start Date for PH, PSH and RRH

Date following application that the client was admitted into the project.

What does date admitted mean for PH?

1. Information provided by the client or from the referral indicates they meet the criteria for admission
2. The client has indicated they want to be housed in this project
3. The client is able to access services and housing through the project. The expectation is the project has a housing opening (on-site, site-based, or scattered-site subsidy) or expects to have one in a reasonably short amount of time.

Data Entry for PH

Assessment data will now be entered into HMIS before the client is housed.

Separately, record the date client moves into housing with an Update *Interim Review!*

Members must be established on Households tab before creating Entry / Exits

Type	Entry Date	Exit Date	Interims
UD	11/21/2016		
UD	04/26/2016		

Exits with no Housing Move-in

If a client is found to be eligible for the project and is enrolled through HMIS, what happens if they never get placed in housing?

EXIT the client without recording a Housing Move-in Date.

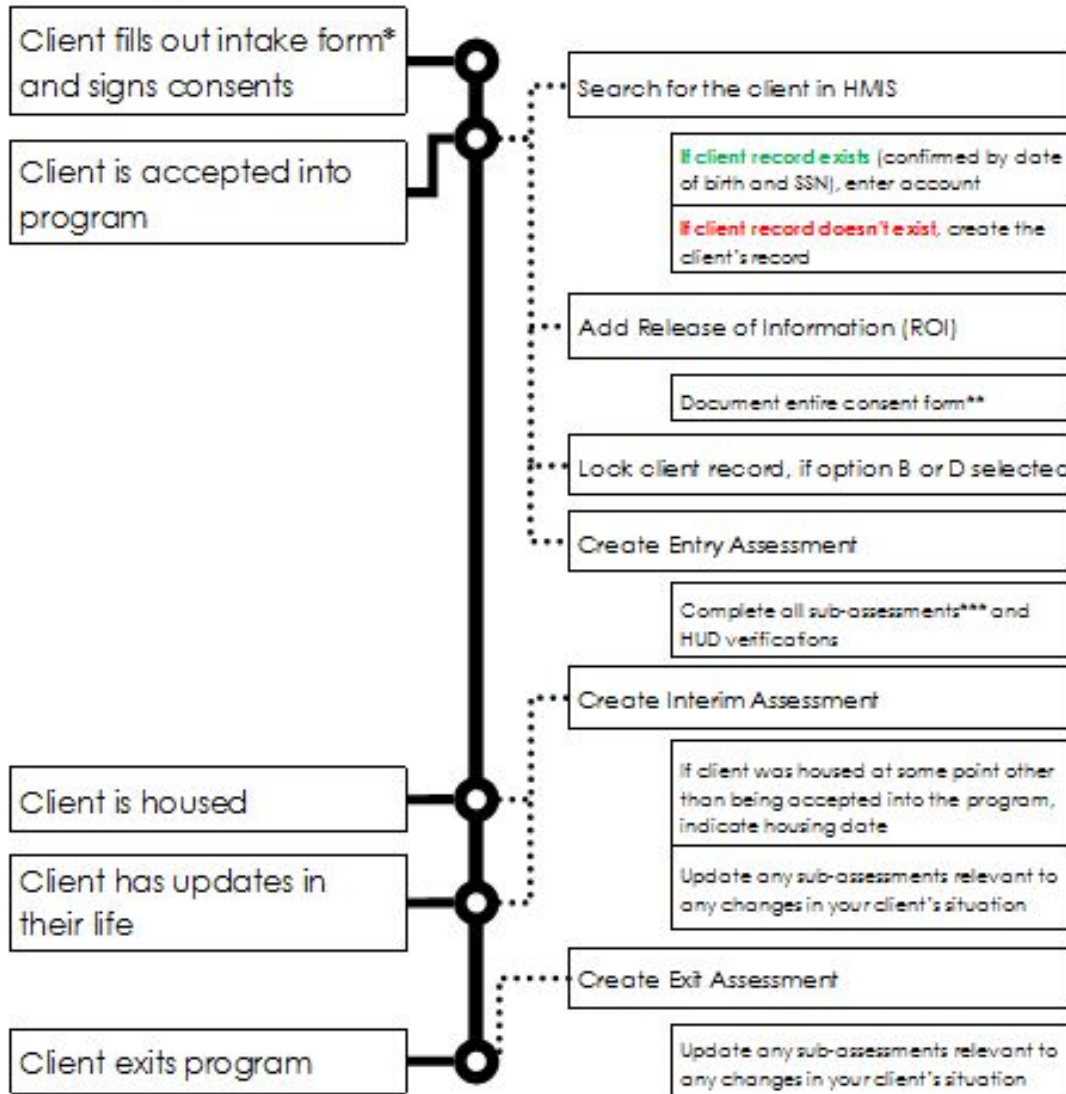
Housing Move-in Date

- Now used for all PH projects
- Recorded through an Interim Review of an Update Type

Interim Review Data

Entry / Exit Provider	All Chicago - PSH (1415)
Entry / Exit Type	HUD
Interim Review Type *	-Select- ▼
Review Date *	-Select- Update AM ▼
	Update: Housing Move-in Date
	Update Assessment: FIT Questions
	Annual Assessment
	CES Transfer Request Form

New PH workflow



Picklist Changes: Current Residence/Living Situation AND Destination

Now “Permanent Housing (other than RRH) for formerly homeless persons”

Now “Rental by client, with RRH or equivalent subsidy”

Red text is new wording in current picklist options

Disability Sub-Assessment

If Yes, Documentation of the disability and severity on file

-Select- ▼ G

If Yes for Mental Health Problem, Alcohol Abuse, Drug Abuse, or Both Alcohol and Drug Abuse, How confirmed (PATH only)

-Select- ▼ G

ALL of these questions will be removed from Sub-Assessment

If Yes for Mental Health Problem (PATH only) Serious mental illness (SMI) and, if SMI, how confirmed

-Select- ▼ G

(If yes) Currently receiving services or treatment?

-Select- ▼ G

Health Related Questions

All Projects will begin to collect the following:

- Recipient Identification Number (RIN)
- What health plan are you enrolled in?
- Where have you gone most often to seek medical care in the past 12 months?
- Have you visited your Primary Care Physician within the past 6 months?

RIN Data Collection

- RIN is a number assigned to recipients of DHS services
- Data Collection is encouraged
- Training will be provided at a later date on looking up RIN for clients, with their consent

Preliminary Point-In-Time Count

Occurred - Thursday, October 26th

THANK YOU FOR PARTICIPATING AND GREAT JOB!

Results are looking good and will be shared back to agencies in the next week.

Agency Compliance

Client Consent for Data Sharing

Context: Data sharing **requires** client consent. The new consent form allows for more data to be shared.

Compliance means:

1. Using the new consent form
2. Documentation in HMIS
3. Locking records when clients select B or D

How can the HMIS Team help?

Who does what?

Agency	HMIS Team
Complete ROIs in HMIS	Provides Helpdesk support & training resources
Immediately lock records for clients that select B or D	Locks RESTRICTED records, when notified
Email HMIS@allchicago.org if the record is RESTRICTED from locking	Provides monitoring support to ensure agency compliance

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

ART Report: Consent_ROI_Check

Red Alerter for records requiring locking.

Notes

1. The alerters DO NOT turn off when the record is locked
2. ART CANNOT report on whether a record is locked or not
3. The HMIS Team DOES NOT have a report that shows whether records are locked or not

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

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

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

Focus Group

We are taking feedback!

We have three focus group sessions planned for late November/early December.

Register here:

<https://goo.gl/forms/16ZK5D72BMj7xFr62>

Thank you!

Next Meeting

Wednesday, January 10th

10am - Noon

Location: TBD