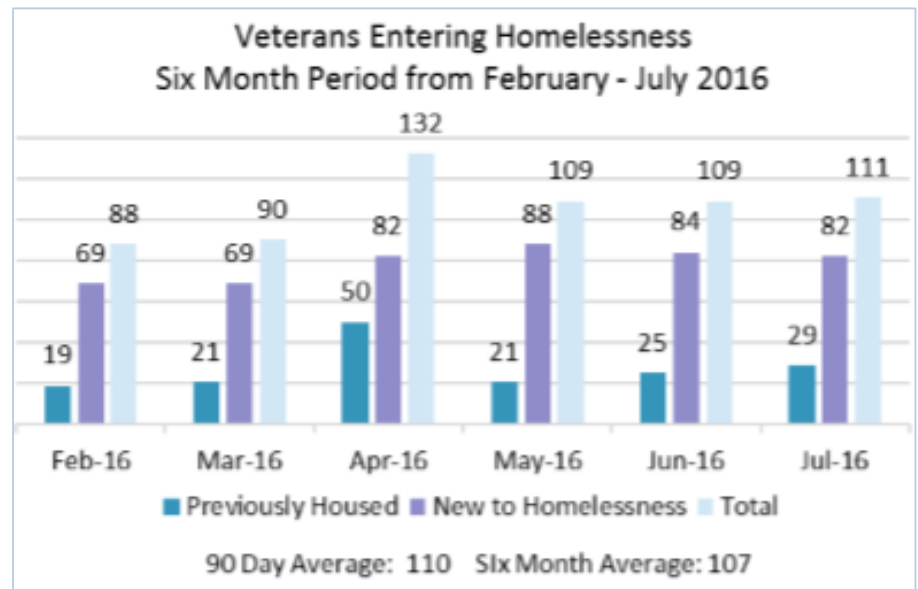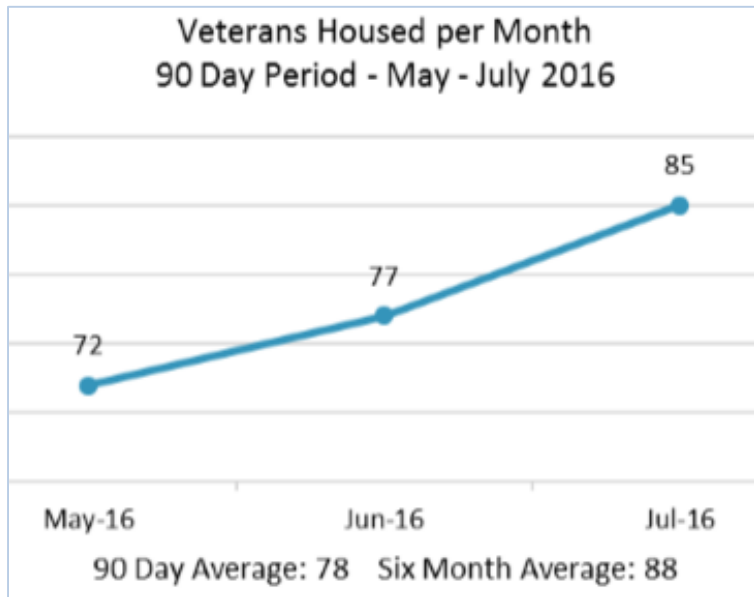# Agency Technical Administrator (ATA)
Team Meeting

September 14, 2016

Ending Veteran Homelessness Initiative

Ending Veteran Homelessness Initiative	
One List (remaining to be housed) – Current as of 8/22/2016	771
Total Housed from 1/1/15 – 7/31/16—HMIS and VA Data	2424

Veterans Housed per Month
90 Day Period - May - July 2016

85

77

72

May-16   Jun-16   Jul-16

90 Day Average: 78   Six Month Average: 88

Veterans Entering Homelessness
Six Month Period from February - July 2016

132

109 109 111

88   90   82   88   84   82

69   69

50

19   21   21   25   29

Feb-16 Mar-16 Apr-16 May-16 Jun-16 Jul-16

■ Previously Housed ■ New to Homelessness ■ Total

90 Day Average: 110   Six Month Average: 107

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Ending Veteran Homelessness Initiative

<u>Analysis:</u>

There are 1,194 Veterans in the Homeless Management Information System (HMIS) who have been housed as part of EVHI; of those:

- 82% (976) have remained permanently housed
- 18% (218) have returned to homelessness

<u>Key findings</u>:

- Veterans placed in **Rapid Rehousing (RRH)** programs have remained housed at a rate of 85% after the date of subsidy expiration, which is in line with the rate outlined in national studies of RRH and outperforms the overall EVHI rate of 82% (see Appendix 1 for more details).
- Veterans in **Permanent Supportive Housing (PSH) stay housed at higher rates** than those in non-PSH projects (92% vs. 81%, respectively). PSH has been particularly effective at keeping some of the most vulnerable Veterans, including the chronically homeless, Veterans with mental disability, and Veterans with mental disability and substance abuse issues, housed at much higher rates than in non-PSH placements (see Appendix 2).
- At the time of being housed, Veterans who are placed with **family and friends return to homelessness at higher rates** than their counterparts who receive other types of housing placements.

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Ending Veteran Homelessness Initiative

Appendix 1 – Rapid Rehousing Rates of Returning to Homelessness

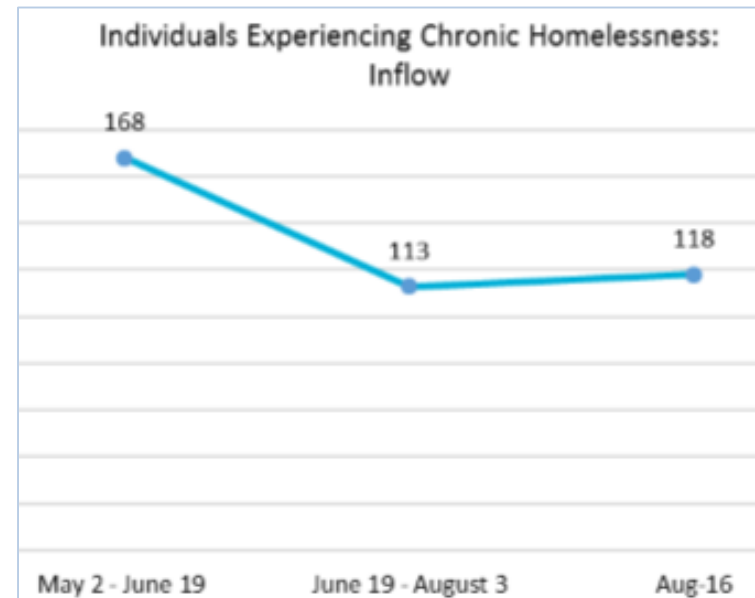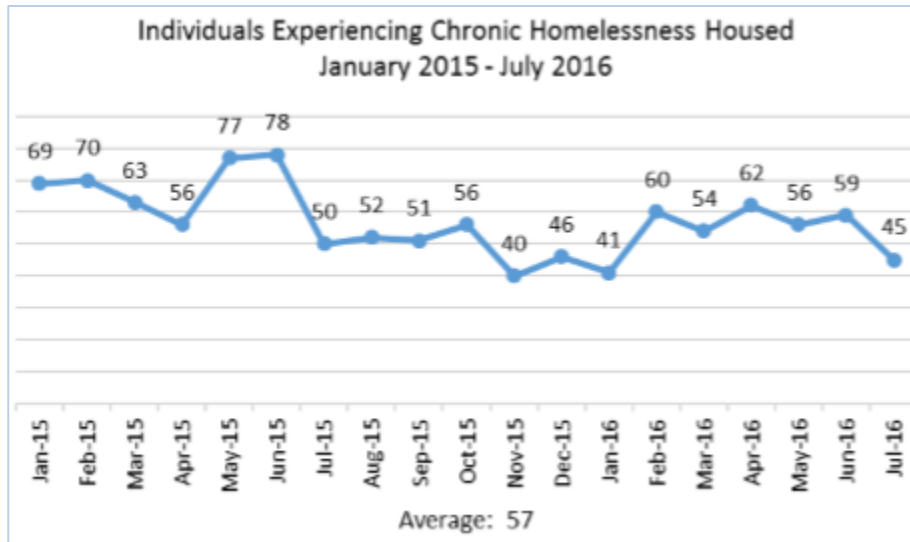| Type of RRH	All veterans	Mental Disability Only	Substance Abuse Only	Mental Disability and Substance Abuse Only	Physical Disability Only	No Disability	Not CH	CH	Earned Income	No Income
RRH - All Types	**12%** (52/433)	**11%** (5/47)	**24%** (7/29)	**17%** (2/12)	**13%** (4/32)	**6%** (7/121)	**13%** (35/279)	**11%** (9/84)	**11%** (10/92)	**9%** (10/106)
No Ongoing Subsidy	12% (32/259)	11% (3/28)	29% (5/17)	0% (0/5)	17% (4/23)	7% (6/88)	14% (24/177)	10% (4/42)	9% (6/65)	13% (8/63)
No Subsidy Specified	17% (6/36)	50% (1/2)	0% (0/2)	100% (1/1)	0% (0/2)	14% (1/7)	14% (3/22)	13% (1/8)	0% (0/2)	14% (1/7)
VASH Subsidy	7% (7/99)	8% (1/13)	0% (0/7)	25% (1/4)	0% (0/5)	0% (0/21)	7% (4/54)	7% (2/27)	6% (1/16)	4% (1/27)
Other Ongoing Subsidy	18% (7/39)	0% (0/4)	67% (2/3)	0% (0/2)	0% (0/2)	0% (0/5)	15% (4/26)	29% (2/7)	33% (3/9)	0% (0/9)
Non-RRH - All Types	**22%** (166/761)	**13%** (10/75)	**21%** (8/38)	**20%** (11/56)	**22%** (8/36)	**12%** (21/177)	**22%** (94/434)	**21%** (35/163)	**24%** (29/121)	**13%** (25/200)

Ending Veteran Homelessness Initiative

Appendix 2 – Permanent Supportive Housing (PSH) Rates of Returning to Homelessness

| Type of Housing	All veterans	Mental Disability Only	Substance Abuse Only	Mental Disability and Substance Abuse Only	Physical Disability Only	No Disability	Not CH	CH	Earned Income	No Income
PSH	8% (11/131)	0% (0/23)	0% (0/2)	5% (1/20)	20% (1/5)	8% (1/13)	8% (5/62)	4% (2/51)	5% (1/19)	2% (1/46)
All Others	19% (207/1063)	15% (15/99)	23% (15/65)	25% (12/48)	17% (11/63)	9% (27/285)	19% (124/651)	21% (42/196)	20% (38/194)	13% (34/260)

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Zero:2016 Ending Chronic Homelessness

Zero: 2016 Chronic Homelessness Initiative	
Individuals—One List (remaining to be housed) – Current as of 8/31/2016	1046
Families—One List (remaining to be housed) - Current as of 8/31/2016	25
Total Housed from 1/1/15 – 7/31/16	1085

Individuals Experiencing Chronic Homelessness Housed
January 2015 - July 2016

Average: 57

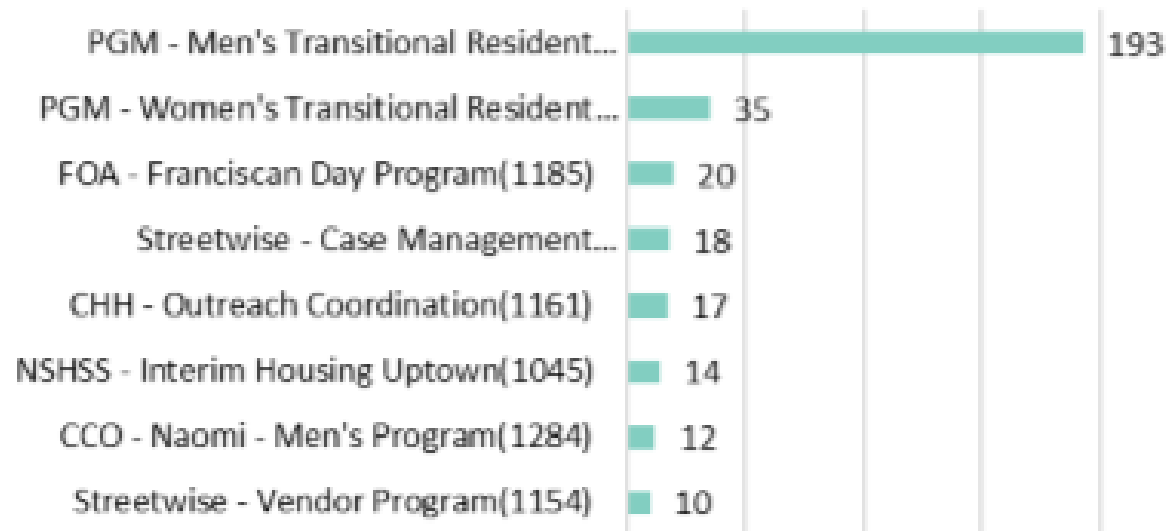Individuals Experiencing Chronic Homelessness: Inflow

Zero:2016 Ending Chronic Homelessness

Individuals Experiencing CH by Current Project
(Projects with more than 10 CH Individuals)
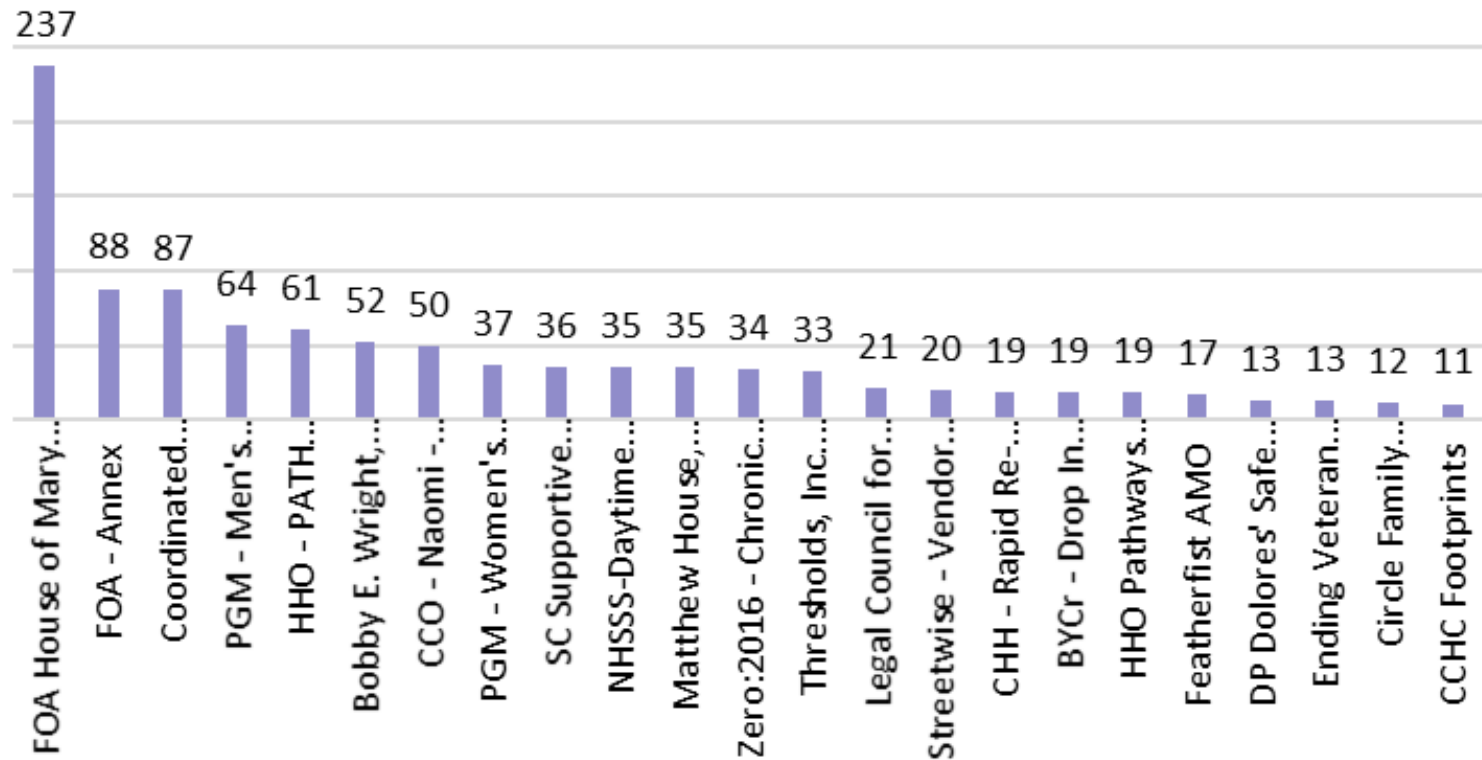
Zero:2016 Ending Chronic Homelessness

Individuals Experiencing CH by Past Project Enrollment
Point of Contact
(Projects with more than 10 CH Individuals Exited)

Project	Count
PGM - Men's Transitional Resident...	193
PGM - Women's Transitional Resident...	35
FOA - Franciscan Day Program(1185)	20
Streetwise - Case Management...	18
CHH - Outreach Coordination(1161)	17
NSHSS - Interim Housing Uptown(1045)	14
CCO - Naomi - Men's Program(1284)	12
Streetwise - Vendor Program(1154)	10

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Coordinated Entry

Permanent Housing with Short-Term Support (PHwSS)
- 38 Individuals and Families connected to PHwSS

Youth Coordinated Entry
- Starts November 1st

ENTRY ONLY

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Coordinated Entry

Training Opportunities

Webinar:
Housing Data: Tracking Destinations in HMIS
Wednesday, September 21st – 10am – 11am

In-person Training:
Coordinated Assessment Training
Outreach and Assessment Teams
Thursday, September 22nd – 1pm – 3pm

In-person Training:
Youth Coordinated Entry Process
Assessment

Webinar:
Housing Providers - Referral and assessment access and review and updates

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Quarterly Data Quality Assessment Process:

Number of provider records reviewed:

320 providers submitted, against 308 in April

Client records not reviewed:

39 providers at 29 agencies did not submit reports

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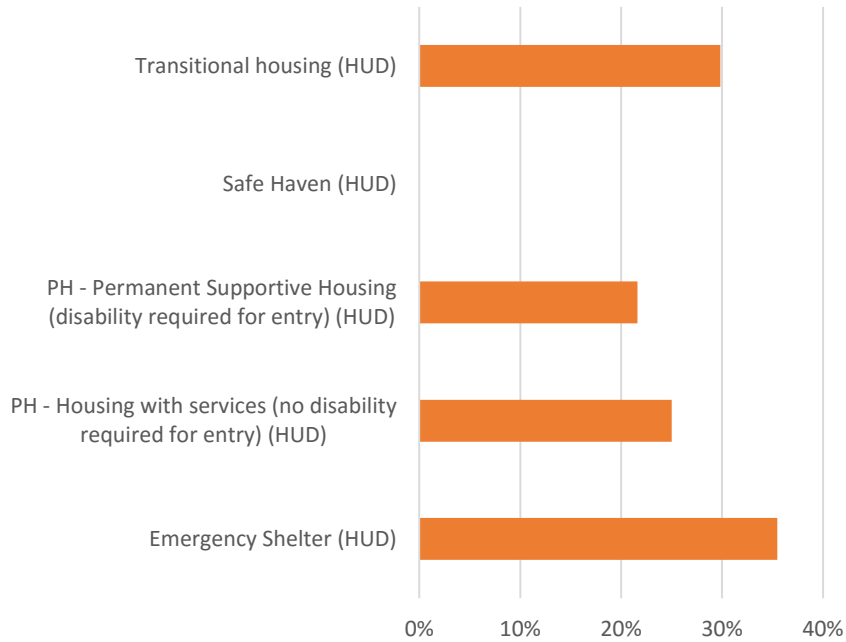making homelessness history

Quarterly Data Quality Assessment Process: Missing Data Rates for Submitted Reports

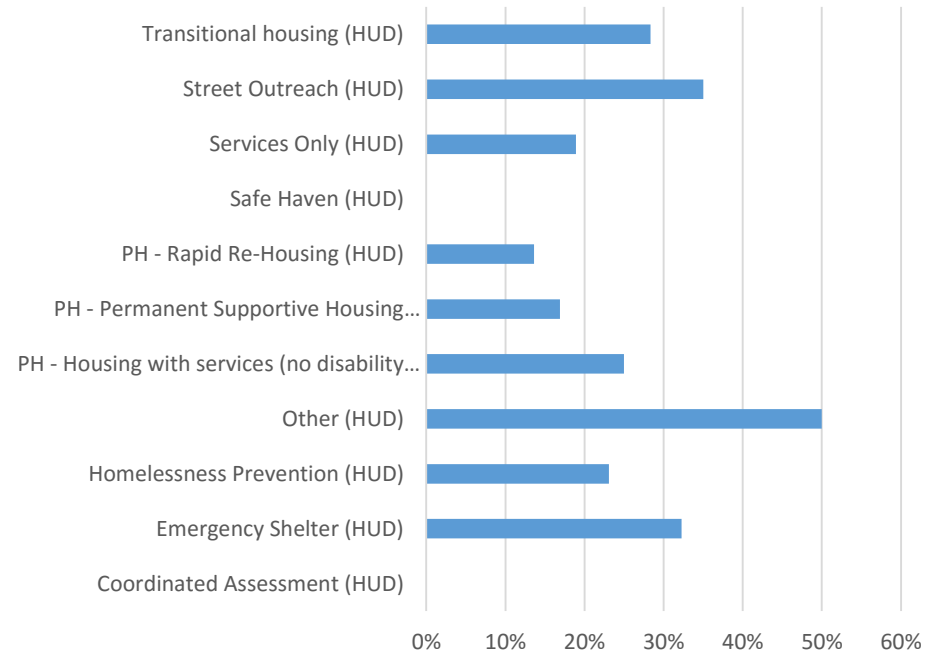Rates of missing data decreased between April and June assessments
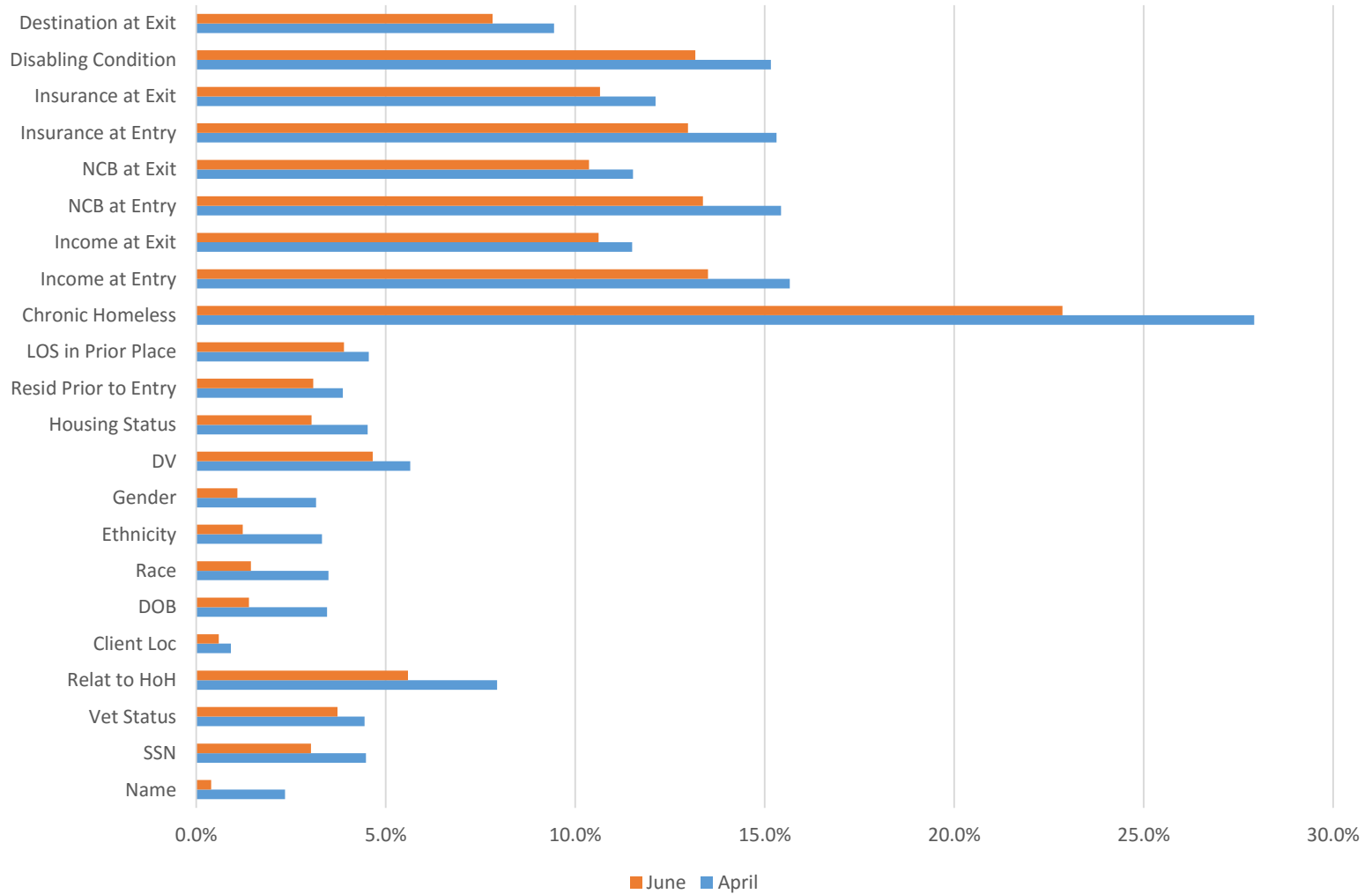
Quarterly Data Quality Assessment Process: Utilization and Timeliness Compliance

Percent Out of Compliance for Utilization

Percent Out of Compliance for Timeliness

Quarterly Data Quality Assessment Process: Utilization

Some of the projects that were able to fix their utilization rates between the first and second submissions!

In the Helpdesk:

Problem Solving - Data Issues and Corrections

DATA QUALITY   EDITIN

Unit List Updates   Editing
                      The Cli
Data Quality Webinar

AFC-Community Development Corporation Supportive Services(947)
Affordable Housing Project-Based Vouchers(588)
A Safe Haven- Youth Overnight Seasonal Emergency Shelter(1123)
Beacon Therapeutic Diagnostic & Treatment Ctr CLIHTF Units(1365)
Christian Community Health Center Shelter Plus Care - The Genesis Project(180)
Holsten Human Capital Development (HHCD) - Life Development Center (HUD) - Lawson House(1308)
Interfaith Housing Development Corp. Vision House, Inc.(1025)
Matthew House, Inc. Chronic Homeless Initiative-CLIHTF(353)
Mercy Housing Lakefront-Wentworth Commons S+C(1061)
North Side Housing & Supportive Services Supportive Housing Program III(367)
Olive Branch Mission - Branch of Love - Permanent Supportive Housing (PHS)(1031)
Teen Living Programs - Bronzeville Youth Shelter(1211)

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Point in Time Count: Sheltered Pre-PIT Thursday, September 22nd

WHO SHOULD PARTICIPATE?

ALL programs that participate in the *OFFICIAL PIT* (January)

Program Types: Emergency Shelter (including Interim Housing), Transitional Housing (including Interim Housing and PHwSS), and Safe Havens

Objective: All Clients ENROLLED and OCCUPYING a bed on the night of 9/22/16 will be added to a bed in ShelterPoint, no later than MIDNIGHT. Ensure assessments are complete, especially UDEs.

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Point in Time Count: Sheltered Pre-PIT WHY a Pre-PIT in September?

- **Prepare for OFFICIAL PIT in January**

- HUD Standard to use HMIS for SHELTERED PIT count

- 2017 – 3rd year Chicago uses HMIS to count PIT data. We anticipate that Chicago will meet HUD's standard this year!

Point in Time Count: Sheltered Pre-PIT Results from 2016 HMIS Sheltered PIT Count

- 104 programs participate in the official PIT - in January

- 92 of those programs utilize HMIS

- 77 programs participated in the HMIS portion of the PIT

84% HMIS Participation

Point in Time Count: Sheltered Pre-PIT 2016 PIT: Tall Count v. HMIS Count

The number of clients counted on paper tally forms was compared with the number of clients in HMIS beds on the night of the PIT.

Approximately **50%** of participating programs' results matched 100%

Across ALL programs, our average was approximately 92%

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Point in Time Count: Sheltered Pre-PIT 2017 Goals

- 100% Participation for programs using HMIS

- 100% match between paper tally forms and clients in HMIS beds

- Make this the last year we use paper tally forms!!!

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Point in Time Count: Sheltered Pre-PIT September 22nd: Logistics

ShelterPoint Data Entry Expectations:

Before midnight, all clients in beds should represent those clients housed by the program - on that night.

Emergency Shelters – **all beds must be emptied before pre-PIT count begins**.

Interim Housing, Transitional Housing and Safe Havens – clients can be put in beds at any point before the deadline and **beds DO NOT have to be emptied**.

You can start preparing now!

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Point in Time Count: Sheltered Pre-PIT Families and Singles

FAMILIES

- GOAL: avoid creating child-only bed assignments while assigning all clients to beds
- Families will be entered one at a time, as a Household
- Individual bed will still be assigned to each Household member

SINGLES

- GOAL: assign all clients to beds
- Random or Specific Bed Assignments are an option
- Random bed assignments – use Express Check-In

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HMIS Data Standards

➢ **3.6 Gender; Record Creation/All Clients**

    o "Other" is replaced with "Doesn't identify as male, female or transgender"

        ■ The value "Other" will be mapped at upgrade to the new value, If "Other, Identify" text box is removed

Gender		Doesn't identify as male, female, or transgender ∨

➢ **3.8 Disabling Condition; Project Entry/All Clients**

    o Previously required for only Adults

    o Now required for ALL Clients at Entry including children

Note: Data Elements "3.9 Residence Prior to Project Entry" and "3.17 Time on Streets, Emergency Shelter or Safe Haven" are combined into a single element with two components. 3.917A uses no Conditional Logic. 3.917B uses Conditional Logic related to Type of Residence and Length of Stay in Prior Living Situation.

➢ **3.917A Living Situation – Entering SO, ES or SH; Project Entry/HoH & Adults**

    o Type of Residence with headers to separate by category:

        ■ Homeless Situation (Literally Homeless)

            • New Picklist Value: "Interim Housing"

        ■ Institutional Situation

        ■ Transitional and Permanent Housing Situation

        ■ Client Doesn't Know, Client Refused, Data Not Collected

    o Length of Stay in Prior Living Situation

    o Approximate Date Homelessness Started (Date Field)

    o Number of Times Homeless on streets, in ES, or SH in the past 3 years, including today

    o Total Number of Months homeless on streets, in ES or SH in the past 3 years

- ➤ **3.917B Living Situation – Entering any project (not SO, ES, SH); Project Entry/Adults & HoH**
  - o Type of Residence with headers to separate by category:
    - ▪ Homeless Situation (Literally Homeless)
      - ● New Picklist Value: "Interim Housing"
    - ▪ Institutional Situation
    - ▪ Transitional and Permanent Housing Situation
    - ▪ Client Doesn't Know, Client Refused, Data Not Collected
  - o If **Type of Residence = Homeless Situation** then the user will answer...
    - ▪ Approximate Date Homelessness Started (Date Field)
    - ▪ Number of Times Homeless on streets, in ES, or SH in the past 3 years, including today
    - ▪ Total Number of Months homeless on streets, in ES or SH in the past 3 years
  - o If **Type of Residence = Institutional Situation** then the user will answer...
    - ▪ Did Client stay less than 90 days? Yes or No
    - ▪ If No, no other responses needed. Data Entry Stops.
    - ▪ If Yes, then...
      - ▪ On the night before did client stay on the streets, in ES or SH
      - ▪ If No, no other responses needed. Data Entry Stops.
      - ▪ If Yes, then the user will answer...
        - ● Approximate Date Homelessness Started (Date Field)
        - ● Number of Times Homeless on streets, in ES, or SH in the past 3 years, including today
        - ● Total Number of Months homeless on streets, in ES or SH in the past 3 years
  - o If **Type of Residence = Transitional Housing/Permanent Housing** then user will answer..
    - ▪ Did Client stay less than 7 nights? Yes or No
      - ▪ If No, no other responses needed. Data Entry Stops.
      - ▪ If Yes, then the user will answer...
        - ● Length of time in the prior living situation

HMIS Data Standards

Sample Screen Images:

3.917A Client Entering Emergency Shelter

Residence Prior to Project Entry	Emergency shelter, including hotel or motel paid for with emergency shelter voucher(HUD) ∨ G
Length of Stay in Previous Place	One week or more, but less than one month ∨ G
If Yes for "Client entering from Streets, Emergency Shelter or Safe Haven," Approximate date started	08 / 30 / 2016 G
Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today	Three times (HUD) ∨ G
Total number of months homeless on the street, in ES or SH in the past three years	7 ∨ G

3.917B Client Entering Rapid Re-Housing from Emergency Shelter

Residence Prior to Project Entry	Emergency shelter, including hotel or motel paid for with emergency shelter voucher(HUD) ∨ G
Length of Stay in Previous Place	One month or more, but less than 90 days ∨ G
If Yes for "Client entering from Streets, Emergency Shelter or Safe Haven," Approximate date started	06 / 30 / 2016 G
Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today	One time (HUD) ∨ G
Total number of months homeless on the street, in ES or SH in the past three years	2 ∨ G

3.917B Client Entering Transitional Housing from Institution with more than 90 Day Stay

Residence Prior to Project Entry	Foster care home or foster care group home (HUD) ∨ G
Did you stay less than 90 days?	No ∨ G
Print Assessment	Save

3.917B Client Entering Permanent Supportive Housing from Transitional Housing

Residence Prior to Project Entry	Transitional housing for homeless persons (including homeless youth) (HUD) ∨
Did you stay less than 7 nights?	Yes ∨ G
Length of Stay in Previous Place	Two to six nights ∨ G
On the night before did you stay on the streets, ES or SH?	Yes ∨ G
If Yes for "Client entering from Streets, Emergency Shelter or Safe Haven," Approximate date started	06 / 30 / 2016 G
Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today	One time (HUD) ∨ G
Total number of months homeless on the street, in ES or SH in the past three years	2 ∨ G

End User Policy and Code of Ethics Form

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HMIS End User Policy and Code of Ethics

HMIS User Name and Title (Please Print)

USER POLICY

Partner Agencies who uses Chicago Homeless Management Information System (HMIS) and each User within any Partner Agency is bound by various restrictions regarding Protected Personal Information (**"PPI"**)[1]. The employee, contractor, or volunteer whose name appears above is the **User**.

It is a **Client's** decision about what level of PPI information is to be shared with any Partner Agencies.

The **Client Consent Form** for data sharing shall be signed by the Client before any PPI is designated for sharing with any Partner Agencies, or in the case of the Homelessness Prevention Call Center, verbal consent shall be obtained as described in the HMIS Standard Operating Procedure. The User shall ensure that prior to obtaining Client's consent; the agency's HMIS Notice of Privacy Practices was fully reviewed with Client in a manner to ensure that Client fully understood the information.

USER PRINCIPLES

A User ID and Password gives you access to the Chicago HMIS. **You must initial each item below** to indicate your understanding and acceptance of the proper use of your ID and password. Failure to uphold the confidentiality standards set forth below is grounds for your immediate termination from HMIS.

(Initial each line below)

	I understand that I have an obligation to maintain Client privacy and to protect and safeguard the confidentiality of Client's PPI. PPI shall include, but not be limited to, the Client's name, address, telephone number, social security number, type of medical care provided, medical condition or diagnosis, veteran status, employment information, and any and all other information relating to the Client's programming.
	My User ID and Password are for my use only and **must not** be shared with anyone, including my supervisor(s). I must take all reasonable means to keep my Password physically secure.
	I understand that the only individuals who can view information in the HMIS are authorized users who need the information for legitimate business purposes of this Agency and the Clients to whom the information pertains.
	I may only view, obtain, disclose, or use information within the HMIS that is necessary to perform my job.
	If I am logged into the HMIS and must leave the work area where the computer is located, I **must secure the computer** before leaving the work area.
	Any hard copies of PPI printed from the HMIS must be kept in a secure file, and destroyed when no longer needed, in accordance with Agency's records retention policy. I will not leave hard copies of PPI in public view including, but not limited to on desks, or on a photocopier, printer, or fax machine.
	I will not discuss PPI with anyone in a public area.
	I have reviewed the Agency's HMIS Notice of Privacy Practices and the HMIS Standard Operating Procedures, understand each of those documents, and agree to abide by them.
	If I notice or suspect a security breach, I must immediately notify the Executive Director of the Agency and the HMIS System Administrator at hmis@allchicago.org

End User Policy and Code of Ethics Form

HMIS End User Policy and Code of Ethics

> I understand that any violation of this Agreement may also be considered a violation of my employment relationship with this Agency, and could result in disciplinary action, up to and including termination of my employment or affiliation with Agency, as well as potential personal civil and criminal legal fines and penalties.

USER CODE OF ETHICS

A. Users must be prepared to answer Client questions regarding the HMIS.

B. Users must respect Client preferences with regard to the sharing of PPI within the HMIS. Users must accurately record Client's preferences by making the proper designations as to sharing of PPI and/or any restrictions on the sharing of PPI.

C. Users must allow Client to change his or her information sharing preferences at the Client's request (*i.e.*, to revoke consent) (except if that policy is over-ridden by Agency policy or if the information is required to be shared as a condition of a provider agreement).

D. The User has primary responsibility for information entered by the User. Information Users enter must be truthful, accurate and complete to the best of User's knowledge.

E. Users will not solicit from or enter information about Clients into the HMIS unless the information is required for a legitimate business purpose such as to provide services to the Client.

F. Users will not include profanity or offensive language in the HMIS; nor will Users use the HMIS database for any violation of any law, to defraud any entity or conduct any illegal activity.

PASSWORD PROCEDURES
By signing this Agreement, the User agrees to the following:

> Passwords are the User's responsibility and the User may not share passwords. They should be securely stored and inaccessible to other persons—including your supervisor(s). Passwords should never be stored or displayed in any publicly accessible location without All Chicago's permission.

USER GRIEVANCE PROCEDURE
If a User has a grievance with this Code of Ethics, that User may send a written complaint to their HMIS Agency Technical Administrator (ATA). If the complaint is not resolved to the User's satisfaction, the User may send a written complaint to: All Chicago Making Homelesness History; 651 W. Washington, Suite 504, Chicago IL 60661

Attn: HMIS System Administrator.

I understand and agree to comply with the above User Policy, User Principles, User Responsibilities, Password Procedures, and User Grievance Procedure.

_____   _____

HMIS User Signature   Date

HMIS User Login
(Username)   _____

Email Address   _____

_____   _____

Supervisor Signature   Date

Thank you!

Next Meeting

Wednesday, Novemeber, 9th

10am - Noon

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Content

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  - Content
  - Content
  - Content

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