# Agency Technical Administrator Meeting

January 9, 2019

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# ATA Meeting

- Introductions and Welcome
- Coordinated Entry
  - Dashboard Review
  - Concurrent Matches
- PIT
- HIC
- Data Quality Process
  - Review of October's results
  - Upcoming DQ process
- ESG CAPER
- Breakout Groups

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# Introductions

# Coordinated Entry

# Coordinated Entry - Changes to Matching

In order to reduce the time between match to housing and to assist clients in navigating the housing process, we will now be conducting a trial of concurrent matching to PSH projects and housing system navigation.

- This applies to all chronic clients
- So long as they are not enrolled in the following:
  - Drop-in Center
  - Day Shelter
- If your agency operates a day shelter or drop-in program, please look through your current client roster and exit clients that you have not interacted with recently

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# What is the Housing Inventory Count?

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# Housing Inventory Count History & Purpose

History

- HUD requirement
- Annually conducted
- Last 10 days in January
- In conjunction with the Point-in-Time Count

Purpose

- Contributes to Annual Homeless Assessment Report (AHAR)
- Bed and Unit inventory data utilized for Coordinated Entry
- Contributes to CoC application
- Data informed decisions on funding decisions

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# Who Needs to Submit a HIC Survey

Any project that has beds and units dedicated to serve homeless persons and/or families **regardless of funding** which

1. Verifies homeless status as part of its eligibility determination
2. The actual project clients are predominantly homeless

# How Many & Due Date

- A separate HIC survey must be completed for each project within your agency
- Surveys must be submitted via SurveyGizmo (no PDFs will be accepted) – Link will be sent out on January 24th
- HIC contains questions related to the PIT (January 24, 2019)
- Each HIC survey must be submitted no later than 5pm on Monday, January 28, 2019

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# Upcoming Trainings

HIC Webinar Trainings

- Jan 16th – 2-3pm
- Register at
    https://attendee.gotowebinar.com/register/8002778186519820043

Jan 22nd – SSVF & RRH projects only – Recorded webinar available on January 18th – link will be emailed

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# Upcoming Trainings

HIC/PIT – In Person Training at DFSS (1615 W Chicago)

- Monday, Jan 14th – 1-3pm
- Tuesday, Jan 15th – 2-4pm
- Wednesday, Jan 16th – 10am-12pm
- Friday, Jan 18th  – 2-4pm
- Tuesday, Jan 22nd – 2-4pm

Must submit registration form no later than Friday, Jan 11th  to Christine Riley at Christine.riley@cityofchicago.org

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# Who to Contact

HIC Survey Questions

- Max Burns    cocprograms@allchicago.org
- 312-379-0301 ext 149

HMIS related Questions

- hmis@allchicago.org

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# Data Quality

# October Data Quality Results

|  | **Q3 2017**[*] | **Q3 2018** | **Difference** |
|---|---|---|---|
| Participated and without issues | 36% (136) | 44% (168) | +8% |
| Submission with Issues | 44% (168) | 40% (157) | -4% |
| No Submission | 20% (78) | 16% (61) | -4% |

# October Data Quality Results

**Participation:**
**Primary challenge providers faced with their submission:**

|  | Q3 2017* | Q3 2018 | Difference |
|---|---|---|---|
| Missing Data | 38% (96) | 13% (42) | -25% |
| Child Only Entries | 10% (26) | 9% (30) | -1% |
| Bed Utilization | 20% (51) | 21% (67) | +1% |
| Timeliness | 12% (30) | 35% (112) | +23% |
| Multiple challenges | 20% (51) | 22% (70) | +2% |

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# Data Quality for January 2019

- We will run the same DQ process for the time period of 1/1/2018 to 12/31/2018.
    - This is the same process where an ART report for Data Quality is run, corrections made and the report is emailed to All Chicago.
    - Email and help desk announcements will go out today.
- In addition, we will introduce a new DQ process starting this quarter to familiarize users with the new process.
    - For this quarter, the previous method of establishing DQ compliance will be the authoritative one.

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# DQ New Process for 2019

- Objectives
  - Reduces the burden on ATA's to submit reports
  - Maximize DQ participation of all projects
  - More focus on correcting data and resolving issues versus submission

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# DQ New Process for **Q2 2019**

| AC sends out schedule for new DQ process | Projects will receive a report from AC | Correcting Data | Data Support | Final Corrections |
|---|---|---|---|---|
| All Chicago will send out notice to all projects of when the report will be pulled and the timeline for corrections and final reporting. | All projects will receive a summary report on focus areas for DQ that shows what data errors were found when the report was pulled. | Projects will correct their data and AC will run another report at a specific time confirming the corrections and send that to all projects.<br><br>ATA's will be able to run their own report in ART at any time. | AC will have a "hot topic" webinar where we will go over some common data issues and fixes, we will leave an additional 30 minutes for any questions.<br><br>For any specific data issues, we will have appointment-based "office hours" for agencies to schedule a time to talk to staff. | Data will be corrected and AC will notify all projects that we will run the final report and post final results.<br><br>Unit List updates will be due before the final report run. |

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# DQ New Process for **Q1 2019**

| AC sends out schedule for new DQ process | Projects will receive a report from AC | Correcting Data | Data Support | Final Corrections |
|---|---|---|---|---|
| All Chicago will send out notice to all projects of when the report will be pulled and the timeline for corrections and final reporting. | All projects will receive a summary report on focus areas for DQ that shows what data errors were found when the report was pulled. | Projects will correct their data and AC will run another report confirming the corrections and send that to all projects.<br><br>ATA's will be able to run their own report in ART at any time. | AC will have a "hot topic" webinar where we will go over some common data issues and fixes, we will leave an additional 30 minutes for any questions.<br><br>For any specific data issues, we will have appointment-based "office hours" for agencies to schedule a time to talk to staff. | Data will be corrected and AC will notify all projects that we will run the final report and post final results.<br><br>Unit List updates will be due before the final report run. |

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# DQ New Process for 2019

- A schedule will be posted on Help Desk and communicated to all providers when:
  - ATA's will receive a notice when All Chicago will be running a report on their projects.
  - Corrections will be due along with any unit list updates
  - When All Chicago will run a final report on the end of the DQ process for all projects
- Timeframe for this DQ is 1/1/2018 to 12/31/2018.
- ATA's can always check their data corrections in ART
- Remember: Corrections must be made before the ART refresh overnight.

Dynamic Reporting

# Dynamic Reporting

*Objectives:*

**System Notification**

Consistent feedback mechanism for key areas to review and address in HMIS

Concise information that can be shared with appropriate team members

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# Dynamic Reporting

## Current Email Notifications

| Area | Frequency | Status |
|---|---|---|
| Unit openings | Bi-weekly | Reformatting process |
| Overlapping entries | Weekly | Need ATA input regarding expected overlapping entries (i.e. housing and service coordination) |
| Referral Need Status | Weekly | New notification (1/8/19) |

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# Dynamic Reporting

## *Referral Need Status*

**Focus:** Permanent Housing providers receiving matches from CES
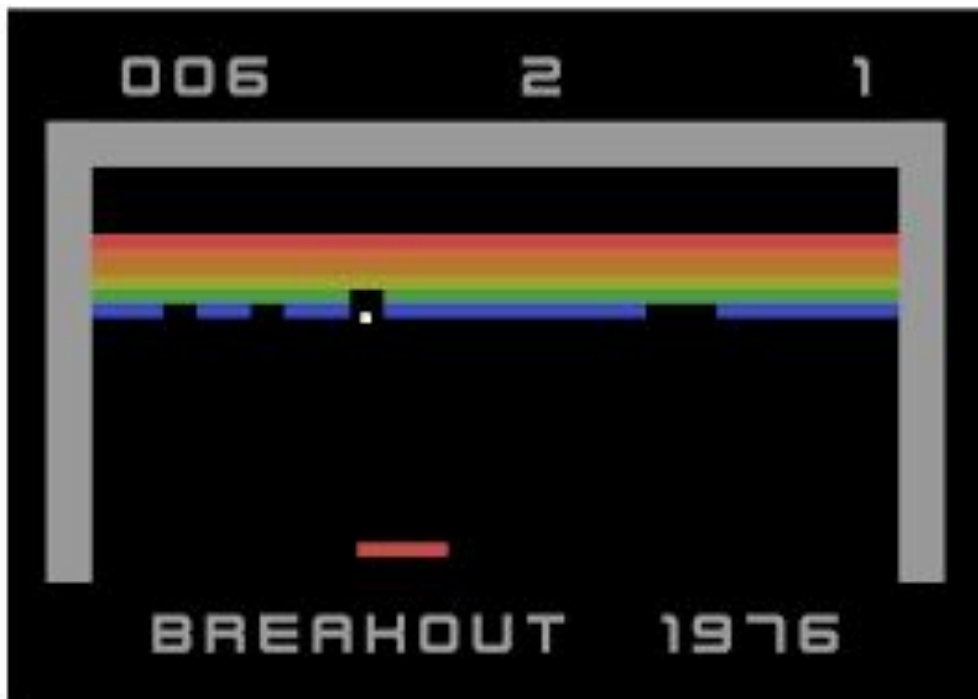**Frequency:** Weekly messages sent to ATAs on Tuesdays

**Objectives:**

Ensure all Referral Need Statuses reflect current client work

Hasten the connection of clients to appropriate housing resource

Provide most accurate data to inform system needs

*Please have team members make changes in HMIS for each client*

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# BREAKOUT



# of Groups

<u>Topic</u>
## New ATA Training

Training for a new ATA

- What do you need to know to be an Agency Admin

- Specifically for Agency Admins, not for new HMIS users

- Please add suggestions for next ATA breakout session

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