

Agency Technical Administrator Meeting

March 13, 2019

ATA Meeting

- Introductions and Welcome
- DFSS Plans to Use HMIS This Year
- Data Quality Process
 - Review of first quarter's results
 - Feedback on new process
- Coordinated Entry
 - CES prioritization updates
 - Mandatory skilled assessor housing history training
- Additional Assessment Questions Tracking
- Unsheltered Homelessness
- Breakout Groups

Introductions

DFSS Plans to Use HMIS This Year

DFSS will be using data more intentionally this year, and will be relying on HMIS

Two examples we will talk about today:

1. Revising the DFSS quarterly report to use HMIS as a source
2. Implementing Active Contract Management, beginning with DFSS-funded shelter programs

Why source data from HMIS?

The Department of Family and Support Services' main goals in changing the quarterly report process are as follows:

1. Reducing the administrative burden on agencies, and
2. Improving the quality of data in our system to help make data-informed decisions

This Quarter's Reporting Timeline

- - - - **March 13th** - Report will be made available in ART
- - - - **March 18th & 19th** - [Data Support Sessions](#) will be held
- - - - **March 20th** - [Follow up webinar](#)
- - - - **March 25th** - Interim programs need to submit carry-over reports
- - - - **April 8th through the 15th**- Quarterly Report is due

Individual Data Support Sessions

To assist you with any questions you may have, we will be having data support sessions on March 18th and 19th.

- Please review your data and [create a ticket](#) with us highlighting the issues you need to address
- One time-slot per agency
- Hosted at 651 W. Washington Blvd, Suite 504
 - Though, we can arrange to conduct this over Skype or Google Hangouts (no phone conferencing)

Register here: <https://goo.gl/forms/stiQjfbR93UfJC3h2>

Follow Up Webinar and Feedback

Follow up webinar set for **Wednesday, March 20th at 10 am.**

This webinar will aim to clarify any reporting issues you may have.

If you have any questions or feedback, [please submit using this form](#) so we can gather the most common concerns and questions and address them.

To register for the webinar, use the link below:

<https://attendee.gotowebinar.com/register/3318031820776945676>

DFSS will be using Active Contract Management (ACM) strategies in collaboration with agencies

Active Contract Management is a high-frequency, data-informed collaboration between service providers and DFSS that tracks performance and improves service delivery. ACM is designed to achieve the following:

1. Drive performance improvement
2. Improve shared understanding of client needs, services provided, and client outcomes

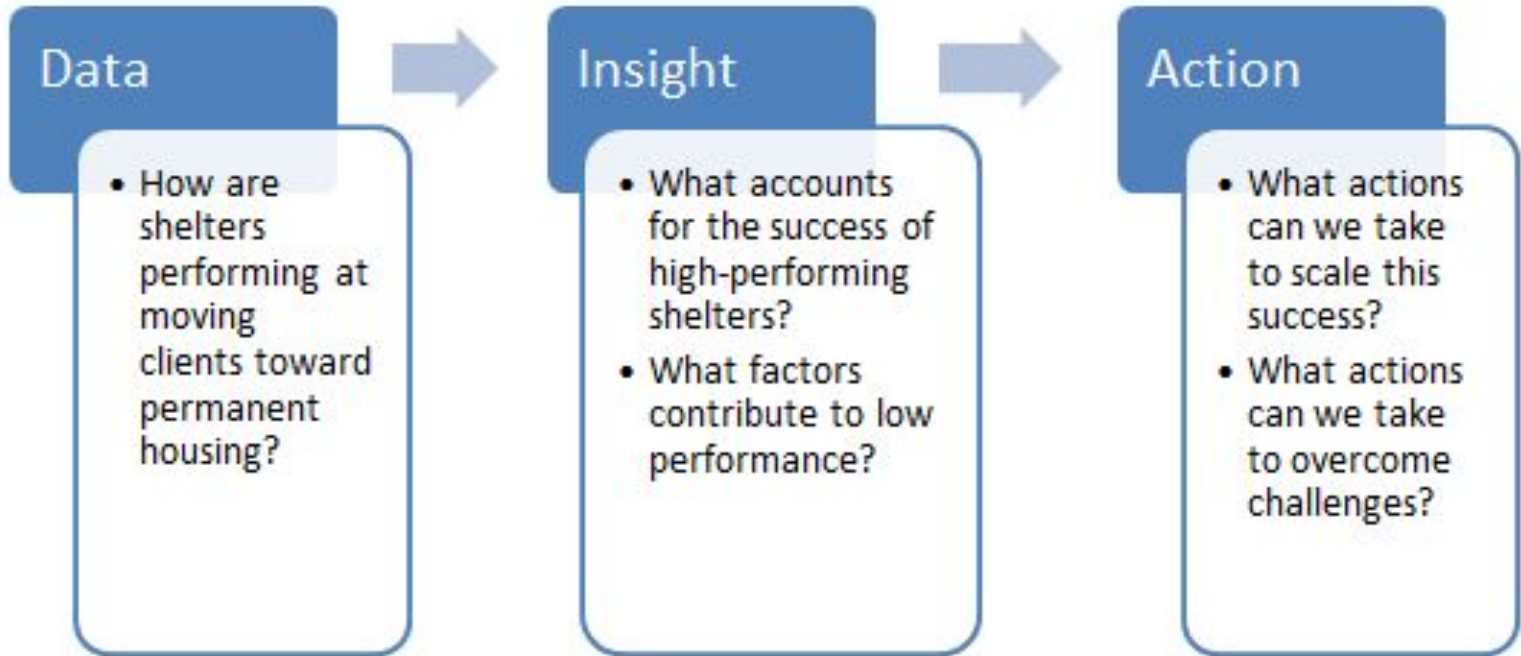
DFSS will be hosting meetings with groups of shelter programs to look at performance data

Core components

- High-frequency reviews of real-time performance data and cases
- Regular, collaborative meetings between delegates and department
- Solutions-oriented conversations to promote continual improvement



We don't just look at performance data...we use the data to generate insights that inform and motivate actions



Data Quality

October Data Quality Results

| | Q4 2017* | Q4 2018 | Difference |
|---------------------------------|-----------------|----------------|-------------------|
| Participated and without issues | 125 | 161 | 36 |
| Submission with Issues | 172 | 160 | -12 |
| No Submission | 93 | 68 | -25 |

October Data Quality Results

Participation:

Primary challenge providers faced with their submission:

| | Q4 2017* | Q4 2018 | Difference |
|---------------------|-----------------|----------------|-------------------|
| Missing Data | 19 | 7 | -12 |
| Child Only Entries | 0 | 3 | 3 |
| Bed Utilization | 11 | 20 | -9 |
| Timeliness | 54 | 69 | 15 |
| Multiple challenges | 88 | 61 | -27 |

DQ New Process for 2019

- Objectives

- Reduces the burden on ATA's to submit reports
- Maximize DQ participation of all projects
- Shifting the focus from tedious submission process to correcting data and resolving data issues
- Bulk of DQ timeline will be after round 1 before round 2 (ie. the data correction phase)

DQ Process for Q4 2018

AC sends out schedule for new DQ process

All Chicago sent out notice to all projects of detailing timelines about the various rounds and steps.

ATA ran reports & received Feedback

ATA ran and submitted ART reports for Round one. Results posted in google sheets. Projects received a feedback report that showed historical trends and suggested hop topic webinars.

Correcting Data with Data Support

Projects corrected their data and had the option of attending hot topic webinars for support

ATA ran reports & received Feedback

ATA ran and submitted ART reports for Round two. Results posted in google sheets. Projects received feedback reports that showed historical trends and suggested hop topic webinars along with in-person data support session signup link.

Final Corrections

AC conducted second round of “hot topic” webinars where we addressed common data issues and fixes, along with a Q&A sessions.

In person “office hours” for agencies to schedule a time to talk to staff.

DQ New Process for Q1 2019

AC sends out schedule for new DQ process

All Chicago will send out notice to all projects of when the report will be pulled and the timeline for corrections and final reporting.

Projects will receive 2 reports from AC

All projects will receive TWO reports (Round one):
1) An Art-Like report which will give detailed numbers about the data elements
2) A Feedback report similar to last quarter, suggesting hot topic webinars with sign-up links

Correcting Data with Data Support

Projects will correct their data, and have the option to take help from AC via the hot topic webinars and live in person data support sessions.
This phase will span 2 weeks to give ample time to actually fix data (instead of submission process)

Projects will receive 2 reports from AC

After corrections, All projects will receive TWO final reports (Round two):
1) An Art-Like report with details
2) A Feedback report suggesting hot topic webinars with sign-up links and in person data support session sign up links for Ongoing support

Ongoing support

“Hot topic” webinars to address common data issues and fixes, along with a Q&A sessions.

In person “office hours” for agencies to schedule a time to talk to staff.

Other details about DQ

- Three forms (fill after receiving round 1 reports)
 - Child only entries exceptions
 - Unit list updates
 - Utilization Exception forms
- The DQ notification will be shortly followed by the 2 reports for every project (for round 1)
- Bulk of new DQ timeline will be AFTER round 1 reports, to allow maximum time for corrections (along with data support and hot topic webinars)
- Final reports generated for round 2

Timeliness: Entry Assessments

- Data standards stipulate that all Client Entries must be in HMIS within 2 day
- This does NOT mean that the entire entry assessment must be completed
- We only need the following done:
 - Enter the client into your project
 - Add their ROI
 - Ensure the following information is documented:
 - Name
 - Gender
 - Date of Birth
 - Household Composition

Timeliness: Entry Assessments

HUD CoC & ESG Entry SO ES SH (2017 Chicago) Entry Date: 02

| | |
|---|--|
| Relationship to Head of Household | Head of household's child |
| Client Location | IL-510 ▼ G |
| Date of Birth | 01 / 01 / 1956 📅 🔄 📅 G |
| Date of Birth Type | Full DOB Reported (HUD) ▼ G |
| Primary Race | Asian (HUD) ▼ G |
| Secondary Race (answer only if applicable) | White (HUD) ▼ G |
| Ethnicity | Non-Hispanic/Non-Latino (HUD) ▼ G |
| Gender | Male ▼ G |

Coordinated Entry

Changes to CES Prioritization

Coordinated Entry Prioritization

The full presentation can be found in two places:

- LMS (login required and you need to add the course to your roster):
<https://allchicago.talentlms.com/unit/view/id:2323>
- Helpdesk:
<https://hmis.allchicago.org/hc/en-us/articles/360024888652>

One-page explainer:

- <https://d155kunxf1aozz.cloudfront.net/wp-content/uploads/2019/03/Chicago-CE-Prioritization-Chart-2019.pdf>

Background Information

Prior to the availability of the Dashboard To End Homelessness, the Coordinated Access Steering Committee (CASC) prioritized the community goals of ending chronic youth homelessness.

A Prioritization Think Tank, a work group of the CE Leadership Team, did a national scan of CE prioritization plans and local data including from the Chicago's Dashboard to End Homelessness to create a draft 2019 prioritization plan that aims to create an equitable path to housing for all sub-populations.



Background Information



This presentation of the draft 2019 Prioritization Plan will be offered to the following groups for feedback:

- Coordinated Entry Family Workgroup
- Coordinated Entry Rapid Rehousing Workgroup
- Coordinated Entry Permanent Supportive Housing Workgroup
- Crisis Response Outreach Workgroup
- Youth Leadership Team
- Youth Transitional Housing System Integration Team

The next step will be to bring your feedback to the Coordinated Entry Leadership Team for final approval of the next iteration of the CE Prioritization Plan

Current Prioritization



Priority Population

Chronic Youth

Chronic Families

Chronic Individuals

Non-Chronic

Tie Breakers

Veterans

Vulnerability Index

Length of Homelessness

Date of Assessment

System Performance Indicator – Length of Time Homeless



- Length of time homeless is a HUD System Performance Measure



- HUD reviews our progress to reduce the Length of Time Homeless in our system



- The Chicago CoC is scored by HUD on our ability to reduce the number of days from year to year.

Length of Homelessness

Chronic Homeless with Longest Length of Time Homeless

| Years of Homelessness | Chronic Youth | Chronic Adults | Chronic Families 25+ w/ Children | Total |
|-----------------------|---------------|----------------|-------------------------------------|-------|
| Over 20 Years | 0 | 53 | 1 | 54 |
| Over 15 Years | 0 | 40 | 1 | 41 |
| Over 10 Years | 1 | 106 | 3 | 110 |
| Over 5 Years | 15 | 302 | 23 | 340 |
| Over 3 Years | 42 | 472 | 43 | 557 |
| Over 2 Years | 50 | 395 | 41 | 486 |
| Over 1 Year | 83 | 629 | 72 | 784 |
| Under 1 Year | 22 | 203 | 9 | 234 |
| Total | 213 | 2200 | 193 | 2606 |

Length of Homelessness



Chronic Homeless by Experience of Homelessness Greater than 2 years

| Years of Homelessness | Chronic Youth | Chronic Adults | Chronic Families 25+ w/ Children | Total |
|--|---------------|----------------|----------------------------------|-------|
| Over 2 Years | 108 | 1368 | 112 | 1588 |
| Percentage of Chronic Population by Cohort | 38% | 66% | 34% | |

- 38% of chronic youth have experienced more than three years of homelessness
- 66% of chronic adults have experienced more than three years of homelessness
- 34% of chronic families have experienced more than three years of homelessness

New Draft Prioritization



Priority Population

Length of
Homelessness

Tie Breakers

Unsheltered

Veterans

Vulnerability Index

Domestic Violence

2019 Prioritization Plan—Per Housing Type



Households Experiencing Chronic Homelessness

Permanent Supportive Housing

- Experiencing homelessness for **more than** two years (ranked from longest to shortest)
- Note: This housing type requires a disability

Safe Haven (Low Barrier Housing)

- Only serves households assessed through the Observational Assessment
- Ranked by VI score (highest to lowest)

Rapid Rehousing

- Experiencing homelessness for **less than** two years (ranked from longest to short-

Households Not Experiencing Chronic Homelessness

Joint Rapid Rehousing/ Transitional Housing

- Youth age 18-24
- Experiencing homelessness for **less than** two years (ranked from longest to shortest)

Transitional Housing

- Youth age 18—24
- Ranked by length of homelessness (highest to lowest)

Permanent Housing with Short Term Supports

- Family and adult individuals
- Ranked by VI score (highest to lowest)

Coordinated Entry Prioritization Changes

- The new prioritization changes will be rolled out April 15th
- Your eligibility modules in HMIS will remain the same
- CSH and the Center for Housing and Health will be coordinating Skilled Assessors to begin the process of addressing our current pool of clients that do not have their housing history documented

New housing history tool to be incorporated into CES assessment.

CES Housing History Tool

Housing History Tool Subassessment

How we will capture the prioritization


New question in Housing Assessment








Will look at previous five years

Housing History Tool Subassessment

Length of Homelessness

Document each of the client's locality overlapping with the past 5-year time frame, housed or unhoused. Enter actual start date for every location, even if the start date was 8 years ago, and end date was 4 years ago. Exit date = subsequent entry date.

 Housing History Tool

| | Start Date * | End Date | What type of place was this? | Location details, verifier's contact information, general notes. |
|---|--------------|------------|---|--|
|   | 10/20/2018 | | Place unfit for habitation (street, train, park, car, abandoned house) | Client has been living in an encampment near Whole Foods on the Expressway. |
|   | 06/14/2016 | 10/20/2018 | Family or Friend's residence | |
|   | 02/28/2015 | 06/14/2016 | Transitional Housing project | This client's information can be verified by Jim Jones case manager at 980-334-XXXX. |
|   | 01/01/2014 | 02/28/2015 | Institution (nursing home, hospital or other treatment facility, jail/prison) | The client is currently in a nursing home. |

Showing 1-4 of 4

Length of Stay in Previous

90 days or more, but less than one year









Housing History Tool Subassessment

Edit Recordset - (73) Pan, Peter J

Housing History Tool

Please be as accurate as possible when entering the date range for this living situation. This date range should not overlap with the date range of other instances, EXCEPT the exit date of this instance should equal the entry date of the next.

| | | |
|-------------------------------------|---|--|
| Start Date * | <input type="text" value="10"/> / <input type="text" value="20"/> / <input type="text" value="2018"/> |    G |
| End Date | <input type="text"/> / <input type="text"/> / <input type="text"/> |    G |
| What type of place was this? | <input type="text" value="Place unfit for habitation (street, train, park, car, abandoned house)"/> ▼ G | |

If needed, can this homeless episode be verified by a third-party? If yes, please include name and/or contact information in the notes section, as well as any other relevant information.

| | | |
|---|--|---|
| Location details, verifier's contact information, general notes. | <input type="text" value="Client has been living in an encampment near Whole Foods on the Expressway."/> | G |
|---|--|---|

Print Recordset Save Save and Add Another Cancel

Required 15-min Skilled Assessor Training

skilled Assessors need to complete a short training on the learning management system by **March 17th**.

They've already received an email with link.



We will follow up with reminder, then “retire” Skilled Assessors beginning next week until further notice.

(This is in addition to the new unsheltered questions required for all HMIS users to be trained on, dates TBA).

Additional Assessment Questions Tracking Unsheltered Homelessness

These questions were developed to better assist our continuum in identifying clients that are currently, or that have been unsheltered.

The origina of may

Reasons

- HUD Data has never gone deeper than where the client was yesterday
- Clients who are unsheltered, but do not often have high interactions with our system are now more identifiable with the collected data
- Gives us a total view of the client's previous housing history

The Questions

There are six proposed questions:

- (After Current Residence/Living Situation) Is this the type of place that you typically sleep?
 - If Yes, and selected a situation that falls under “Place not meant for habitation”, please ask for the type of place they usually sleep and/or of the community in which the individual often engages.
 - If No, where do you typically sleep?
- If selected a situation that falls under Place Not Meant for Habitation, please ask for the type of place they usually sleep and/or of the community in which the individual often engages.

The Questions

- Please briefly describe the place that you stay. You are welcome to include an address for team members to use to contact you regarding the availability or permanent housing or other shelter resources.
- If selected a situation that falls under Place Not Meant for Habitation please ask if they currently stay in this setting with children.

Type of Place You Typically Sleep

- Is this the type of place that you typically sleep?
 - Yes
 - No
 - Client Refused
 - Client Does Not Know

Type of Place You Typically Sleep

- If Yes, and selected a situation that falls under “Place not meant for habitation”, please ask for the type of place they usually sleep and/or of the community in which the individual often engages.
 - Homeless community (encampment)
 - Park
 - CTA
 - Emergency Room
 - Police StationCar
 - Street
 - Abandoned/Uninhabited Building
 - Viaduct
 - Other

Type of Place You Typically Sleep

- If No, where do you typically sleep?
 - Answers are pulled from the same list as that of current living situation

Place Not Meant for Habitation

- If selected a situation that falls under Place Not Meant for Habitation, please ask for the type of place they usually sleep and/or of the community in which the individual often engages.
 - Homeless community (encampment)
 - Park
 - CTA
 - Emergency Room
 - Police StationCar
 - Street
 - Abandoned/Uninhabited Building
 - Viaduct
 - Other

Description of Location

- Please briefly describe the place that you stay. You are welcome to include an address for team members to use to contact you regarding the availability or permanent housing or other shelter resources.
 - Open note

Children

- If selected a situation that falls under Place Not Meant for Habitation please ask if they currently stay in this setting with children.
 - Yes
 - No

Timeline of Rollout

- March 21st - [Webinar](#)
- March 25th -
 - Documentation will be available on the Helpdesk
 - A new Universal Intake form will go live
 - We will also have an addendum for you to use in order to track these questions
 - Training Materials will be updated
- March 28th - [Webinar](#)
- April 8th - Rollout of questions to all assessments

BREAKOUT

of Groups

Topic

