

HMIS Agency Data Administrator Training

Friday, July 26, 2019

1:00 pm – 2:30 pm

421 N County Farm Rd.

Wheaton, IL

Conference Room 3500B

Presenters:

Julie Tremberth and Samantha Concepcion

Attendees:

See Attached Sign-in Sheet

Introductions & Agenda Review	<ul style="list-style-type: none">• Notes are also available online for review, http://www.dupageco.org/HMIS
Updates	<ul style="list-style-type: none">• NOFA<ul style="list-style-type: none">– HMIS team asked ADAs what reports they use to pull in information asked for in the NOFA. Any information that can be shared should be emailed to the Help Desk.• Data Standards Changes for 10/1/2019<ul style="list-style-type: none">– Changes take effect October 1st, 2019 (except Coordinated Entry, which takes effect April 2020)– See attached document “Data Entry for FY 2020 HMIS Data Standards Update” for a summary of the changes.– Refer to the full 2020 HMIS Data Dictionary and 2020 HMIS Data Standards Manual for all HMIS data requirements– Agencies that submit an APR or a CAPER on October 1st or later must use the newest version of the report which align with the data standards changes• Training<ul style="list-style-type: none">– Report Viewer Training on 8/8/2019– New End User Training on 8/15/2019– Annual Re-Certification Training<ul style="list-style-type: none">▪ Will cover data standards changes, privacy, and security▪ In person training will take place during the next scheduled ADA training on 9/27/2019. Each agency will be able to have 2 users attend, with ADAs strongly encouraged to come.▪ Live recorded webinar on 9/30/2019. Recording will be made available right after the training.• Cayzu End User Portal<ul style="list-style-type: none">– Allows users to see the entire thread of each of the tickets they have submitted. Click here to go to the portal.– Shows a history of all of your tickets.– Activation emails to be sent out to all users on 7/31/2019– Went over the general structure and interface of the portal.• HMIS (ServicePoint 6.0 updates)<ul style="list-style-type: none">– WellSky now rolling out ServicePoint 6.0 module by module (Strangler method)– Password Reset recently released in ServicePoint. Users now able to reset their own passwords if they get locked out.

	<ul style="list-style-type: none"> – See attached WellSky Community Services 2019 Roadmap for a timeline of their releases and their priorities • Reports Submitted (Review) <ul style="list-style-type: none"> – See attached “DuPage CoC Needs Presentation” to view some highlighted data points in the reports in context of our community <ul style="list-style-type: none"> ▪ CoC strategies also posted on the CoC website – Housing Inventory Chart and Point In Time reports submitted on 1/23/2019 – System Performance Measure report submitted on 5/31/2019 – Longitudinal Statistical Analysis submitted on 6/24/2019 <ul style="list-style-type: none"> ▪ HUD has released a new reporting dashboard/tool called Stella. Currently lets users look at the system and what pathways clients are taking through the system. It also can give us insights into what improvements we can do to improve on our performance. – Important takeaways from these three different reports <ul style="list-style-type: none"> ▪ Bed Inventory is very important. There have been inconsistencies between the information the HMIS team has received and what is being reported to HUD. ▪ Contact HMIS whenever there are changes in bed dedication or any increases or decreases in bed inventory ▪ Client location should be set to IL-514 unless your project serves multiple CoCs. Not having it will prevent this client pulling into some reports. ▪ Relationship to Head of Household should be answered. Every Entry/Exit should have one (and only one) head of household. Not including a head of household will prevent this household pulling into some reports. • Site Visits <ul style="list-style-type: none"> – Ongoing and must be completed before 8/31/2019 – Many of the agencies were missing parts of the Device/Network Security Self-Certification. Below are the fields commonly missed: <ul style="list-style-type: none"> ▪ Workstations <ul style="list-style-type: none"> • Number of devices assessed for this site visit ▪ Virus Protection <ul style="list-style-type: none"> • First field. If Yes, please provide what software and version is currently in use. • 5th field: Please describe the frequency that Operating Systems and web browsers are updated ▪ Disposal <ul style="list-style-type: none"> • Providing the agency disposal policy ▪ Hard Copy Data <ul style="list-style-type: none"> • Providing the agency disposal policy
<p>Reports/Data Needs</p>	<ul style="list-style-type: none"> • Reports Highlight <ul style="list-style-type: none"> ○ Quick summary of available canned and ART reports available to ADAs to check on data quality. ○ Qlik demo <ul style="list-style-type: none"> ▪ More visual based. Like a dashboard. ▪ Still on a daily upload like ART.

	<ul style="list-style-type: none">▪ Able to filter on the sheets themselves by clicking on something.▪ Once a filter has been selected, all sheets will apply that filter, not just the sheet you're on.
Next Meeting	<ul style="list-style-type: none">• September 27 @ 1:00 pm 3500B (Annual Re-Certification Training)

Data Entry for FY 2020 HMIS Data Standards Update

May 2019

HMIS and comparable database software vendors were provided with mapping instructions to map version 2017 of the HMIS Data Standards to the newly updated FY 2020 HMIS Data Standards which go into effect on October 1, 2019. There are some back-data entry requirements that are straightforward (i.e. collecting V2 data for active SSVF clients) and others that will require additional conversations and planning with the CoC and users (i.e. 4.20 Coordinated Entry Event). Additionally, a significant amount of reorganization occurred with the Project Descriptor Data Elements (PDDEs) and though mapping guidance was provided to vendors, System Administrators are strongly encouraged to review all PDDEs for accuracy and correct as needed.

See the table of changes below for additional information.

Element Number	Element Name	Change Requirement	"Back-entry" requirements
All	All	Update numbering convention (i.e. 3.1 is now 3.01)	None – vendors provided with information about new numbering.
2.01	Organization Information	Add Victim Service Provider field	None, vendors provided mapping information.
2.02	Project Information	Add Project Type field Add Method for Tracking Emergency Shelter Utilization field Add HMIS participating bed fields	No back-data entry required for residential projects. However, no mapping guidance provided for non-residential projects. All fields must be updated for non-residential projects.
2.03	Continuum of Care Information	Add additional project information fields (Geocode, Project Zip Code, Geography Type, Project Street Address, Project City, and Project State).	None, vendors provided mapping information.
2.06	Funding Sources	Add "VA: Grant Per Diem - Case Management/Housing Retention" and "HUD: CoC - Joint Component TH/RRH" funding sources, remove "VA: Compensated Work Therapy Transitional Residence" and add "Local or other Funding Sources" and a dependent text box to record the name of the local or other funding.	Update funding sources as applicable as of October 1, 2019. Vendors provided guidance to map "VA: Compensated Work Therapy Transitional Residence" to "other".

Element Number	Element Name	Change Requirement	“Back-entry” requirements
2.07	Bed and Unit Inventory Information	Removed "Information Date," added "Target Population," and revised dedicated bed inventory for special populations.	Vendors provided with mapping guidance. System Administrators are strongly encouraged to review all PDDE updates made based on the vendor mapping.
3.12	Destination	Update list of response options	None
3.917	Prior Living Situation	Update list of response options.	Identify any clients with the (Prior) Living Situation of (27) “Interim Housing” and update to the appropriate living situation as of project start. Complete dependencies as required based on living situation response.
4.06	Developmental Disability	Remove dependent field.	None
4.08	HIV/AIDS	Remove dependent field.	None
4.11	Domestic Violence	HHS: PATH and VA: SSVF data collection now required for all components.	None
4.12	Current Living Situation	Restructured element.	None, vendors provided with mapping information.
4.19	Coordinated Entry Assessment	New Element	System Administrators should work with CoC and HMIS vendor to identify appropriate mapping schema if CE assessments were previously recorded in HMIS.
4.20	Coordinated Entry Event	New Element	Vendors were provided mapping guidance in situations where there is a 1:1 correlation between [4.18 Housing Disposition] and the new [4.20 Coordinated Entry Event] element. There are response options that are now retired, and communities are required to identify the most appropriate new response in [4.20 Coordinated Entry Event] .

Element Number	Element Name	Change Requirement	“Back-entry” requirements
P3	PATH Status	New Response option in Dependent A “Unable to locate client”.	None
R3	Sexual Orientation	New “Other” response option and corresponding text field. Data collection required for HUD: CoC YHDP.	Update records for any active clients in RHY and YHDP-funded projects as of October 1, 2019.
V2	Services Provided - SSVF	New response options: “Extended Shallow Subsidy” “Returning Home” “Rapid Resolution”	Update records for any active clients as of October 1, 2019.
V3	Financial Assistance - SSVF	New response option: “Extended Shallow Subsidy – rental assistance”	Update records for any active clients as of October 1, 2019.
V6	VAMC Station Number	Data collection required for: VA: GPD: –all components VA: CRS Contract Residential Services VA: Community Contract Safe Haven Program	Update records for any active clients as of October 1, 2019.
V8	HUD-VASH Voucher Tracking	Updated collection point to be “Occurrence Point (as provided)”.	None



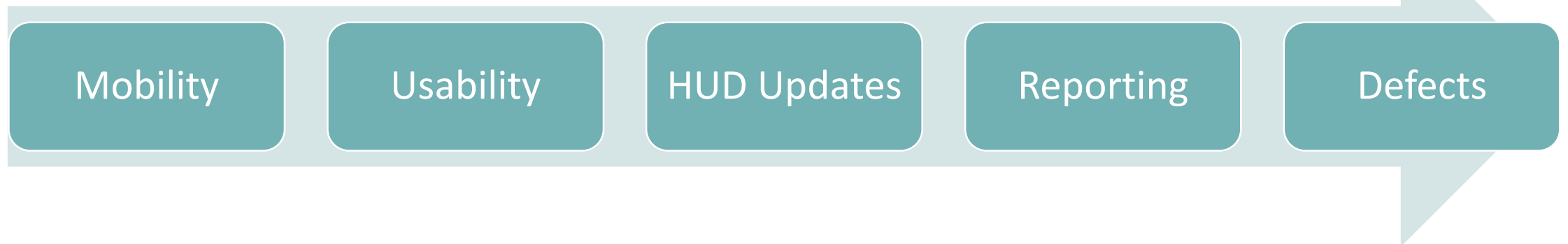
WellSky Community Services

April-May-June, 2019 Roadmap

Product Roadmap: April, 2019 – June, 2019

- Complete ShelterPoint –for availability on Demo Site
- Establish development process for ShelterPoint upgrade to a UAT site
- Complete Qlik Sense Visibility and Security Upgrades
- Continue to transition ART Gallery Reports to Qlik Sense
- Research: Allow Users to create variables in Qlik Sense
- Begin coding initial API for external use
- Begin HUD changes (complete by August 31st) that will be coming out in April, 2019
- Begin “Workflows” enhancement based on Focus Group input
- Establish a “Needs/Services/Referrals” and “Households” Focus Group

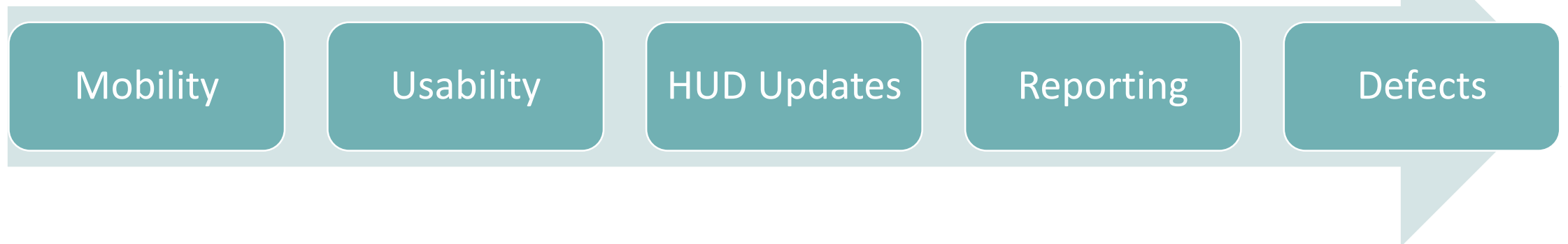
Continuous:




Product Roadmap: July, 2019 – September, 2019

- Continue development process for ShelterPoint upgrade to a UAT site (if not completed)
- Continue transition of ART Gallery Reports to Qlik Sense
- Continue expanding API offerings
- Complete “Workflows” enhancements based on Focus Group input
- Begin work on allowing Users to create variable in Qlik Sense
- Begin “Needs/Services/Referrals” and “Households” enhancement based on Focus Group input
- Begin Client module upgrade to UAT

Continuous:



Priority Order	WellSky Community Services - Extended Roadmap
1	ClientPoint
	<ul style="list-style-type: none"> • Measurements Module • Projects Module • Sub-assessments / Forms
2	CallPoint Module
3	Eligibility Module
4	Fund Administrator
5	Fund Manager Module
6	ResourcePoint Module
7	ActivityPoint Module
8	CommunityPoint Module
9	ShelterPoint AUX
10	SkandPoint AUX
11	Medicaid Billing Module
12	Automate Code Set Updates
13	Report Writer Enhancements
14	Smart Phone Mobility
	SPM / Canned Reports (Currently under review for re-prioritization)



**DUPAGE COUNTY
CONTINUUM
OF CARE**
Working to end homelessness

**DUPAGE COC
NEEDS
ASSESSMENT**
DATA DRIVEN SYSTEM
PERFORMANCE DISCUSSIONS
AND DECISIONS

1

**REDUCE THE NUMBER OF
PERSONS EXPERIENCING
HOMELESSNESS BY 5%**

2017-2018
TOTAL SHELTERED: 1113

2018-2019 GOAL
TOTAL SHELTERED: 1057

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COC STRATEGIES TO DECREASE THE NUMBER OF HOMELESS PERSONS



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2019 HOUSING INVENTORY

Project Type	Adult Only	Adult Child	Child Only	Total	Difference from 2018
Emergency Shelter	152	58	2	212	10
Permanent Supportive Housing	204	163	0	367	-19
Rapid Rehousing	41	66	0	107	39
Safe Haven	2	0	0	2	0
Transitional Housing	44	75	0	119	3
Total	443	362	2	807	33

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2019 POINT-IN-TIME COUNT

PIT Date	Sheltered ES Persons	Sheltered TH Persons	Sheltered SH Persons	Unsheltered Persons	Total Persons
1/23/2019	178	119	2	10	309
1/25/2018	168	107	5	0	280
Difference	10	12	-3	10	29

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**REDUCE AVERAGE LENGTH
OF TIME HOMELESS BY 5%**

2017-2018
ES/SH: 57 DAYS
ES/SH/TH: 119 DAYS

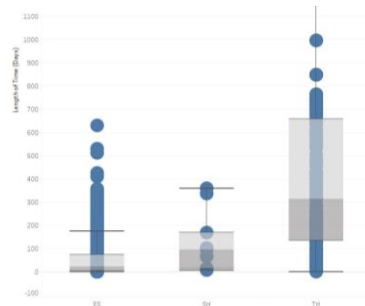
2018-2019 GOAL
ES/SH: 54 DAYS
ES/SH/TH: 113 DAYS

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COC STRATEGIES TO DECREASE THE AVERAGE LENGTH OF TIME HOMELESS

- Lower barriers to housing
- Prioritize those who have been homeless the longest and have the most severe service needs
- Coordinated entry process is housing focused and housing first oriented
- Established multi-site access points
- Standardized process for assessment and referral
- Bi-monthly case conferencing for those experiencing Chronic Homelessness
- Ongoing outreach efforts for those who are reluctant to enter housing
- Direct referrals to homeless prevention services, domestic violence housing, and supportive housing for youth
- DupagePads, Inc. CEO identified to oversee the CoC's strategy to reduce the number of households experiencing homelessness for the first time.

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2017-2018 SPM 1: Length of Time Homeless Data by Project Type

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COORDINATED ENTRY RESPONSIVENESS

Goal: Rapidly rehouse Veterans and Chronic Homeless persons on an average of 90-days from identification, and Youth and Families with Children on an average of 30-days from identification

Length of Time	Exits: 1/1/2018-12/31/2018	Active on List
Average (Mean) Days on List	271	264
Median Days on List	175	197
Max Days on List	1191	1285
Min Days on List	0	0

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RECOMMENDED HOUSING INTERVENTION VS. HOUSING INVENTORY

Recommended Housing Intervention	Household Count on Active CES List	Count of Persons on Active CES List	2019 PIT	2019 HIC - PH	Estimated PH Beds Needed
Permanent Supportive Housing	66	102	335	367	469
Rapid Re-Housing	152	197	107	107	304

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REDUCE THE NUMBER OF EXITS TO PERMANENT HOUSING WITH RETURNS TO HOMELESSNESS BY 5%

2017-2018
RATE RETURNED IN 2 YEARS: 23%

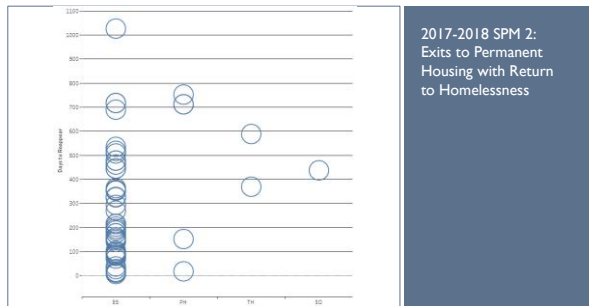
2018-2019 GOAL
RATE RETURNED IN 2 YEARS: 18%

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COC STRATEGIES TO DECREASE THE NUMBER OF RETURNS TO HOMELESSNESS

- Homeless service providers conduct a 90-day follow up for all exits and assess participant needs in order to identify housing stability issues
- Assist persons to maximize employment income and mainstream benefits while maintaining a balanced budget
- Develop landlord networks that are flexible in dealing with and resolving tenant issues
- Evaluate system performance data to identify project types with higher return rates
- Reduce Exit Destination Error Rate
- HMIS System Administrator is responsible for overseeing the CoC's strategy to reduce the rate individuals and persons in families returns to homelessness

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2017-2018 SPM 2:
Exits to Permanent
Housing with Return
to Homelessness

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2018 RECOMMENDED HOUSING INTERVENTION VS. EXIT DESTINATION

Exit Destination Type (Row) vs. Recommended Intervention (Column)	Permanent Supportive Housing	Rapid Re-Housing	No Housing Intervention	Missing
Permanent Housing	39.86%	34.43%	41.89%	
Temporary Housing	12.32%	12.70%	8.11%	
Institutional Setting	2.90%	3.28%		
Homeless	1.45%	1.64%	1.35%	100.00%
Other	43.48%	47.95%	48.65%	

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INCREASE THE NUMBER OF ADULTS WHO HAVE AN INCREASE IN INCOME

2017-2018
STAYERS: 50%
LEAVERS: 70%

2018-2019 GOAL
STAYERS: 51%
LEAVERS: 71%

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CO C STRATEGIES TO INCREASE JOB AND INCOME GROWTH

- Develop new and ongoing partnerships to achieve integrated access to workforce development services and mainstream benefits.
- Use of available funds for job coaching support and DuPagePads Career/Employment Solutions Center
- Connect participants with all eligible income and public benefits
- Provide transportation assistance and advocacy to the state benefits office
- SSI/SSDI Outreach, Access, and Recovery (SOAR) trained staff work with participants
- Chair of the CoC Grants Funding Committee is responsible for overseeing the CoC's strategy to increase job and income growth from employment.

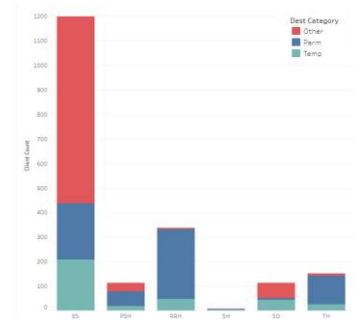
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INCREASE THE NUMBER OF SUCCESSFUL EXITS BY 5%

2017-2018
SO: 50%
ES/SH/TH/RRH: 34%
PSH: 99%

2018-2019 GOAL
SO: 55%
ES/SH/TH/RRH: 39%
PSH: 100%

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2017-2018 SPM 7:
Permanent Housing
Placement and
Retention

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STELLA AND THE
LONGITUDINAL SYSTEM
ANALYSIS (LSA)

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GOAL: USE DATA IN
PROGRAM
EVALUATION AND
PLANNING

NEXT STEPS

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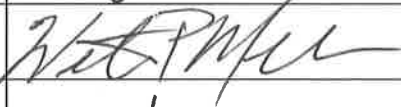



PLANNING
PARTNERSHIPS
FUNDING
PROGRAMMING
POLICIES
ACTION
EVALUATION

RESOURCES

- [National Alliance to End Homelessness: Solutions](#)
- [USICH: Goals for Ending Homelessness](#)
- [10 Strategies to Ending Chronic Homelessness](#)
- [Federal Strategic Plan](#)
- [HUD's Strategic Plan](#)
- [DuPage County Continuum of Care](#)

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Program	Signature	
360 Youth Services		
360 Youth Services - Cornerstone Group Home for Boys (DCFS)		
360 Youth Services - Cornerstone Group Home for Boys (ES)		
360 Youth Services - DuPage Young Women's Transitional Housing		
360 Youth Services-Joint TH-RRH (RRH)		
360 Youth Services-Joint TH-RRH (TH)		
360 Youth Services - LGBTQ Transitional Housing		
360 Youth Services - Young Men's Transitional Housing (IDHS TH)		
360 Youth Services-Youth In Transition (CoC TH)		
Bridge Communities - Children's Program		
Bridge Communities - Education Program		
Bridge Communities - Employment Program		
Bridge Communities - Interview Process		
Bridge Communities - Nutrition Services		
Bridge Communities - Pathways		
Bridge Communities - Phone Intakes		
Bridge Communities - Transitional Housing (HP)		
Catholic Charities, Diocese of Joliet		
Catholic Charities - DuPage Daybreak (TH-HUD)		
Catholic Charities - Emergency Services-Homeless Prevention		Alle C Green Greenwood
Catholic Charities-ESG-County-HP		Alle C
Catholic Charities-ESG-County-RRH		Alle C

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Catholic Charities-ESG-State-RRH	All CW
Catholic Charities - Hope House (ES)	All CW
Catholic Charities-IDHS-HP	All CW
Catholic Charities-IDHS-RRH	All CW
Catholic Charities-Other-HP	All CW
Catholic Charities-Other-RRH	All CW
Catholic Charities - Partners In Housing (PSH)	Amy Spivey
Catholic Charities-SHIFT-New Hope (PSH)	Amy Spivey
Catholic Charities-TBRA HP	All CW
Catholic Charities-TBRA RRH	All CW
Catholic Charities-Transitional Housing	Amy Spivey
DuPage County Community Services	Jan Fox
DuPage County Community Services-Case Management	
DuPage County Community Services-Case Management-CSBG FSS	
DuPage County Community Services-Family Self-Sufficiency	
DuPage County Community Services-Homeless Prevention Program	
DuPage County Community Services-Homeless Prevention Program-CSBG-HP	
DuPage County Community Services-Homeless Prevention Program-CSBG-RRH	
DuPage County Community Services-Homeless Prevention Program-ESG-County-HP	
DuPage County Community Services-Homeless Prevention Program-ESG-County-RRH	
DuPage County Community Services-Homeless Prevention Program-ESG-State-RRH	
DuPage County Community Services-Homeless Prevention Program-IDHS-HP	
DuPage County Community Services-Homeless Prevention Program-IDHS-RRH	

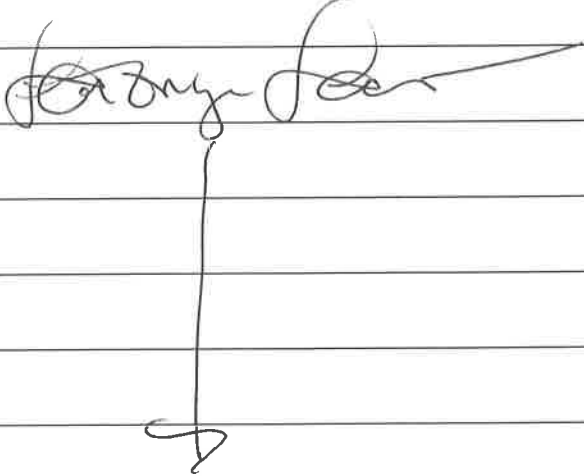
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DuPage County Community Services-Homeless Prevention Program-Other-HP	Jean Fox
DuPage County Community Services-IDHS-SHP	↓
DuPage County Health Department	Becky Day
DuPage County Health Department-Housing Intensive Services (PSH)	Becky Day
DuPage County Health Department-MISA-CAP (PSH)	Becky Day
DuPage County Health Department-SAIL (PSH)	Becky Day
DuPage Housing Authority (HMIS)	
DuPage Housing Authority (HMIS) - VASH (PSH)	Leanne
DuPagePads	Sara Vainowski
DuPagePads - Carol's Place (PSH)	
DuPagePads - Case Management	
DuPagePads - Client Service Center	
DuPagePads - Employment Services	
DuPagePads - Family Outreach Program	
DuPagePads - Hope Place (PSH)	
DuPagePads - Housing Now (RRH)	
DuPagePads - Interim (overnight) Housing	
DuPagePads - Medical Respite Outreach	
DuPagePads - New Horizons (PSH)	
DuPagePads - Olympus Place (PSH)	
DuPagePads - Partners In Housing (PSH)	
DuPagePads - Stepping Stones (PSH)	
DuPagePads - Street Outreach	

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DuPagePADS-TBRA HP	<i>Pam Vanslo</i>
DuPagePADS-TBRA RRH	<i>1</i>
Edward Hines, Jr. VA Hospital	
Midwest Shelter for Homeless Veterans - Captain Kevin C. Landeck Freedom Commissary	
Midwest Shelter for Homeless Veterans-Emergency Services-Other HP	
Midwest Shelter for Homeless Veterans-Emergency Services-Other RRH	
Midwest Shelter for Homeless Veterans - Employment Program	
Midwest Shelter for Homeless Veterans- Freedom Harbour (PSH)	
Midwest Shelter for Homeless Veterans - Miller Affordable Housing	
Midwest Shelter for Homeless Veterans - Supportive Services for Veteran Families	
Midwest Shelter for Homeless Veterans - Tammy's Trace	
MSHV-GPD Bridge Beds (TH)	
MSHV-GPD Low Demand (SH)	
MSHV-SSVF-DuPage-HP	
MSHV-SSVF-DuPage-RRH	
OCM-OCC-ESG-State-RRH	
OCM-OCC-IDHS-HP	
OCM-OCC-IDHS-RRH	
OCM-OCC-Other-HP	
OCM-OCC-Other-RRH	
OCM-Outreach Community Center	
OCM-Outreach Community Center-Homeless Prevention	
OCM-Warrenville Youth and Family Services	

DuPage HMIS Agency Data Administrator Training

OCM-Warrenville Youth and Family Services-Homeless Prevention	
OCM-Wheaton Youth Outreach	
OCM-Wheaton Youth Outreach-Homeless Prevention	
OCM-WYFS-ESG-State-RRH	
OCM-WYFS-IDHS-HP	
OCM-WYFS-IDHS-RRH	
OCM-WYFS-Other-HP	
OCM-WYFS-Other-RRH	
OCM-WYO-ESG-County-RRH	
OCM-WYO-ESG-State-RRH	
OCM-WYO-IDHS-HP	
OCM-WYO-IDHS-RRH	
OCM-WYO-Jubilee Village TH	
OCM-WYO-Other-HP	
OCM-WYO-Other-RRH	
OCM-WYO - Transitions TH	
Outreach Community Ministries	
People's Resource Center	
People's Resource Center-Homelessness Prevention	
People's Resource Center-Homelessness Prevention-ESG-County-HP	
People's Resource Center-Homelessness Prevention-ESG-County-RRH	
People's Resource Center-Homelessness Prevention-ESG-State-RRH	
People's Resource Center-Homeless Prevention-EFSP-HP	

DuPage HMIS Agency Data Administrator Training

People's Resource Center-Homeless Prevention-EFSP-RRH	
People's Resource Center-Homeless Prevention-IDHS-HP	
People's Resource Center-Homeless Prevention-IDHS-RRH	
People's Resource Center-Homeless Prevention-Other-HP	
People's Resource Center-Homeless Prevention-Other-RRH	
Prairie State Legal Services	
Prairie State Legal Services-CDBG	
Prairie State Legal Services-CSBG	
Prairie State Legal Services-ESG-County-Homeless Legal Assistance	
Serenity House Counseling Services, Inc.	
Serenity House Counseling Services, Inc. Extended Residential Care Program-Non-State Beds	
Serenity House Counseling Services, Inc. Extended Residential Care Program-State Beds	
Serenity House Counseling Services, Inc. Recovery Homes	
Veterans Assistance Commission of DuPage County	
YWCA of Metropolitan Chicago - Patterson and McDaniel Family Center	