



# HAND AGENCY ADMINISTRATOR MEETING

April 10, 2018

## Attendees

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Japheth Agboka  
Alexis Alexander  
Birgit Barnes  
Emily Baughman  
Deborah Briggs  
Kevin Bryant  
Gregory Collier  
Krystal Davis  
Debbie Flowers  
Lindsay Giuffre  
Rae Glenn  
Sonya Gregory

Kiana Harrison  
Julie Herzig  
Tina Johnson  
Michael Kelso  
Elizabeth Lawlis  
Terra Linzner  
Brittany Miles  
Donald Montgomery  
Matthew Niemi  
Selwin O'Neal  
Bethany Palinski  
Dawn Revyn

Japheth Agboka  
Okeima Saxton  
Angela Shand  
Lori Stephens-Harper  
Keshona Sterling  
Lisa Todd  
Tara Tyus  
Elizabeth Vasquez  
Constance Williams  
Dale Williams  
Jamie Wojahn  
Dawn Worley

## 2018 HIC/PIT Update (Alexis)

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After our CoC's Point In Time (PIT) Count took place on Wednesday, January 31<sup>st</sup>, your HMIS team began the process of reaching out to all shelter, transitional housing, rapid rehousing, and permanent supportive housing projects to ensure data recorded in HMIS accurately reflected those served as of the 31<sup>st</sup>. Updated information on the inventory of beds and units available in each project type was also collected as part of our annual Housing Inventory Chart (HIC) count.

From mid February to mid-March we met one on one with each agency providing these services in our CoC to confirm the accuracy of your PIT and HIC counts for the 2018 report. Over the last two weeks, unsheltered PIT data entry was completed and reconciled with sheltered PIT data to de-duplicate clients who may have been counted at multiple locations during the street count and next day interviews with those sheltered at your facilities back on Jan 31<sup>st</sup>.

We are almost at the finish line and anticipate meeting our April 30<sup>th</sup> HUD deadline to have all aggregate PIT data and individualized HIC data entered into the HDX. After this data is submitted to HUD, finalized 2018 PIT and HIC reports will be released to the CoC. Thank you all for your hard work through this process!

## SSVF Updates (Alexis)

The VA is interested in obtaining employment information about persons served by SSVF programs. To that end, questions about Employment Status have been added to the *MSHMIS SSVF Intake* and the *MSHMIS SSVF Exit* assessments. SSVF providers are required to collect this information at project start and project exit for heads of households and adults served in SSVF-funded Homelessness Prevention and Rapid Re-housing programs.

Users should “back-enter” the Employment Status at project start for actively enrolled adults. Data collection becomes mandatory on April 30, 2018, but should begin as soon as possible. Mediware will be making the changes to the export in time for the June SSVF upload.

Paper forms have been revised to include Employment Status and are available here:

<http://mihomeless.org/index.php/user-resources/michigan-users/mshmis-assessment-forms>

## Properly Documenting Changes in Client Income, Benefit, and Disability Sources – (Alexis)

We have noticed an increase in the number of client record issues coming through the helpdesk relating to changes made to the income or benefits a client receives when they connect with multiple providers in our CoC. While it is beneficial to be able to see pre-populated information in client assessments as a result of our open data sharing among providers, it is important to properly document updated information in a way that does not impact the assessments and reports of other providers serving the same client.

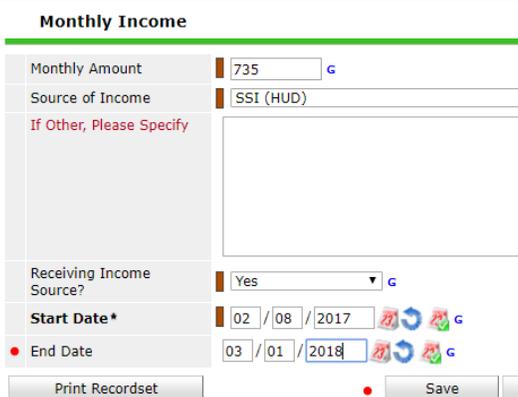
If a client reports a change in the amount or type of income, non-cash benefit, health insurance, or disability:

1. In the appropriate sub-assessment, click the pencil next to the source that has changed.



	Monthly Amount	Source of Income	Receiving Income Source?	Start Date *
	US\$735.00	SSI (HUD)	Yes	02/08/2017

2. Add an end date one day prior to the source that’s changed in the appropriate sub-assessment. Then click save. Leave all other fields as-is!



**Monthly Income**

Monthly Amount: 735 G

Source of Income: SSI (HUD)

If Other, Please Specify: [Text Area]

Receiving Income Source?: Yes G

Start Date\*: 02 / 08 / 2017 G

End Date: 03 / 01 / 2018 G

Print Recordset Save

3. Add a new source, record the type, amount (if applicable), and then record a response to any additional questions that appear on the screen that pops up. Then click save. Note: the start date will automatically reflect the date that you're recording their assessment as having taken place.

The screenshot shows a table titled "Monthly Income" with a search icon in the top left. The table has three columns: an edit icon, "Monthly Amount", and "Source of Income". There are five rows of data, each with an edit icon in the first column. Below the table are two buttons: "Add" and "View Gross Income". A red arrow points to the "Add" button.

	Monthly Amount	Source of Income
	US\$735.00	SSI (HUD)
		Other (HUD)
		Worker's Compensation (HUD)
		VA Non-Serv Connected Disability Pension (HUD)
		VA Service Connected Disability Compensation (HUD)

Buttons: Add, View Gross Income

The screenshot shows a "Monthly Income" form with the following fields and values:

- Monthly Amount: 750 G
- Source of Income: SSI (HUD)
- If Other, Please Specify: (empty text area)
- Receiving Income Source?: Yes G
- Start Date\*: 03 / 02 / 2018 G
- End Date: (empty) G

Buttons: Print Recordset, Save

Following these steps ensures that client data reflects accurately on your reports, as well as those of other projects working with clients toward a goal of ending homelessness and staying housed.

## Results from our HMIS Office Hours Poll (Alexis)

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Here are the results from the poll during our last webinar, back on February 27<sup>th</sup>:

- Would you like the HMIS team to offer office hours?
  - 90% said yes
- How frequently would you like them?
  - 67% said monthly
- Which days of the week work best?
  - Wednesdays
- What time of day works best?
  - Mornings (9:30-11:30a)

Once our current calendar of HMIS trainings comes to a close in August, we will use these survey results to inform the scheduling and organization of the next series of in-person opportunities for technical assistance offered by the HMIS team.

## Requesting Custom HMIS Reports (Anita)

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As a reminder, if you or your agency are in need of a custom report to be generated from HMIS data, all requests should be submitted through the helpdesk at [www.handetroit.org/hmis](http://www.handetroit.org/hmis) . Be sure to complete and attach the Report Request form and to review our HMIS fee schedule as there may be a cost associated with your request. All materials can be accessed on the HMIS webpage.

## SHADoW Opt Out (Anita)

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The Michigan Coalition Against Homelessness (MCAH) has been working with MDHHS on a project that will match data from across our HMIS with multiple data systems for research and evaluation purposes to provide additional resources for homeless persons in Michigan. The first phase will identify the matching percentage between homeless persons, Medicaid information, and other MDHHS resources. This project is already covered under our current participation and QSOBA agreements, as well as our release of information.

If your agency has a program that wishes to opt out of the matching process, please let us know by emailing [anita@handetroit.org](mailto:anita@handetroit.org) so that we can alert Gerry Leslie and Kaity Hemgesberg at MCAH as soon as possible.

## Reminder Coming Soon: User Agreement Audit (Anita)

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All staff that have access to HMIS and HMIS sourced data are required to sign off on an HMIS User Agreement as part of the User Policy, Responsibility, & Code of Ethics module on [mihomeless.org](http://mihomeless.org) . In the weeks ahead, we will be reviewing our records to determine which end users we do not have a scanned user agreement on file for.

To prepare, we ask all Agency Administrators to check their records and ensure that you have a copy of a completed user agreement on file for all staff that currently have HMIS login credentials. This will help to expedite the user agreement audit process.

Please be on the lookout for an email communication from [Anita@handetroit.org](mailto:Anita@handetroit.org) regarding end users that we are missing agreements for. A copy of the user agreement will be included with the meeting minutes.

## **2017 HMIS Data Standards Update (Selwin)**

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HUD recently released the [2017 HMIS Data Dictionary Version 1.3](#). This release supersedes all previous versions of the HMIS Data Standards Dictionary. It contains several minor revisions that provide further clarification for users, including:

- Federal Partner Funding Source - 'VA: Domiciliary Care' was removed
- Client Location - Information date was previously missing a field number. Changed to Field 1 and changed CoC code for client location to Field 2.
- Non-cash Benefits - Removed instructions to indicate "dollar amounts for the source"
- HIV/AIDS - added clarification - this is not required to be collected by HHS RHY providers
- HHS RHY Basic Center Prevention projects are no longer required to collect data on 'Project Completion Status' and 'Safe and Appropriate Exit'.
- All SSVF projects are now required to collect information on 'Employment Status'

A copy of the updated HMIS Data Dictionary has been posted to our HMIS webpage under "Data Dictionary".

## **Data Quality Issues (Selwin)**

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Your HMIS team is preparing for our CoC's generation of our Annual Report, System Performance Measures and other reports in the weeks ahead. These reports will include all data entered into the HMIS for emergency shelter, transitional housing, street outreach, and all permanent housing type projects. We are asking for your partnership to ensure data is report ready with no data quality errors.

A few data quality issues have been identified that providers are being asked to review and correct. Job aides have been created and posted at <http://www.handetroit.org/traininganddocumentation> to assist you in addressing problem areas, uncovering and correcting errors in client records.

Data Quality Issues:

- Missing Relationship to Head of Household (assessment question)
- Interim and Annual Assessments
  - Missing/ Incorrect Housing Move In Dates
  - Annual Assessment Update
  - Sub Assessment Updates: Disabilities, Health Insurance, Income or Non-Cash Benefits
- Unexited Clients
- Discharge Destination Options

We'd like to **launch 2 quick polls** related to this, as we approach the start of the second quarter since the color coding of UDEs in assessments were adjusted across the state in HMIS.

## **System Performance Measures (Selwin)**

Each spring, HUD requires CoCs to submit data generated from several system wide run reports that detail how the community's progress toward ending homelessness. These measures include:

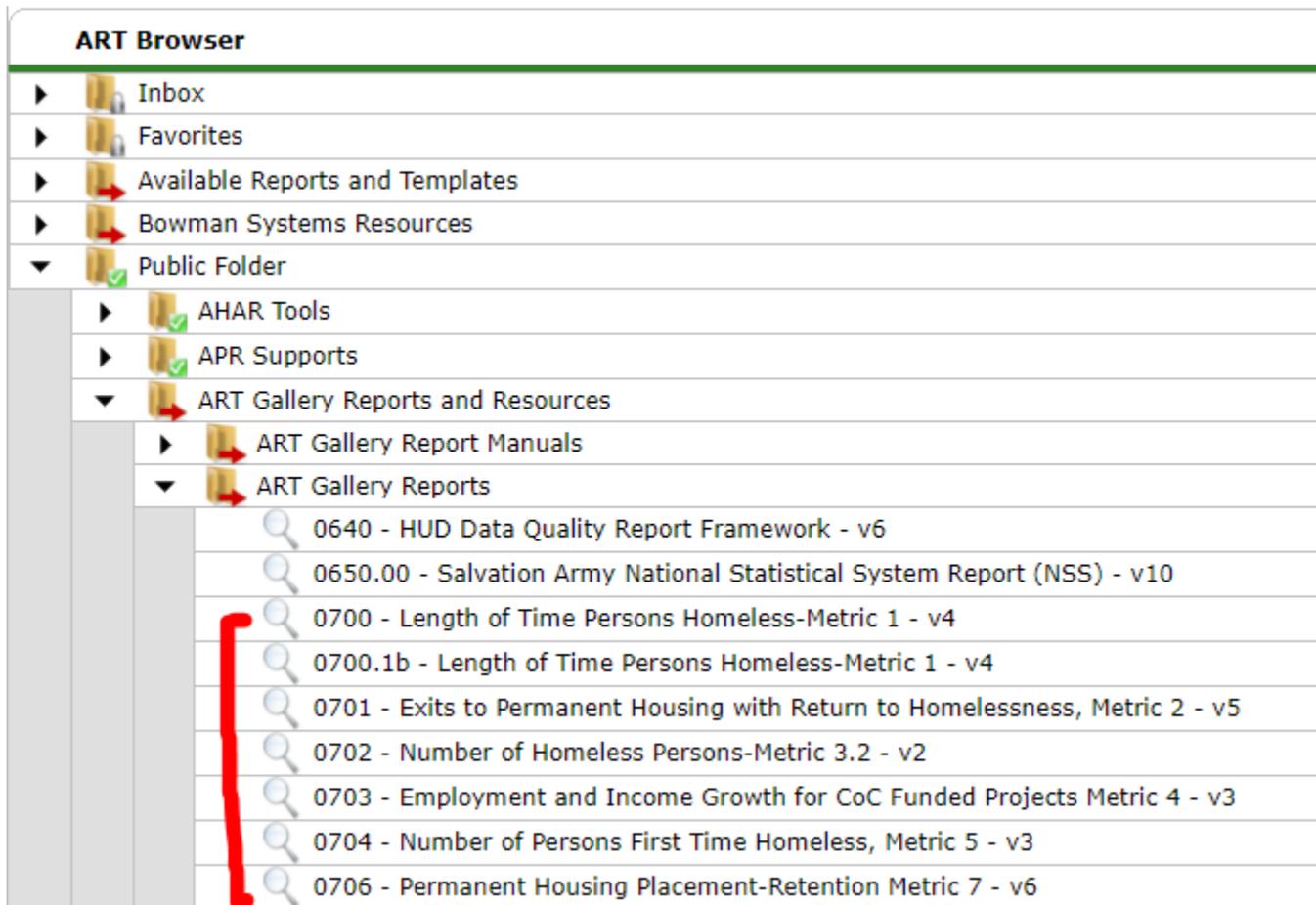
- Length of Time Persons Homeless
- Exits to Permanent Housing with Return to Homelessness
- Number of Homeless Persons
- Employment and Income Growth for CoC Funded Projects
- Number of Persons First Time Homeless
- Permanent Housing Placement-Retention

After reports are generated, HAND staff and CoC Committees review the data together, to assess what these metrics show about our community and to identify steps that might assist in generating better results in future report runs.

HUD has communicated to communities that progress at this time is currently measured against the results they have submitted in prior years. As we enter our third submission of SPMs, the CoC is taking some additional steps. The CoC's Data Committee met on Friday, March 30<sup>th</sup> to discuss the SPMs and proposed several data quality measures to be reviewed at upcoming sub-committee meetings, the first of which is scheduled for this Friday, April 13<sup>th</sup>.

If you or a member of your team are interested in getting to know more about System Performance Measures, or participating on the committees that review these annually, consider sending a representative to an upcoming Data Committee or SPM Sub-committee meeting and keep an eye on the HAND website as reports are finalized and posted to [www.handetroit.org/reports](http://www.handetroit.org/reports) .

If your agency would like to run the System Performance Measures against your data set, they can be found here in ART:



## 2017 Annual Report (Kiana)

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Each spring, HAND compiles an annual report to highlight the service provided to persons experiencing homelessness in our Continuum. Our team is currently in the process of finalizing the information that will be shared in our formal report in the weeks ahead. We appreciate those of you that have already submitted special content for this year's annual report!

To ensure that the most accurate data is reflected in annual reports, we ask all Agency Administrators to run and review their unexited client reports to determine if any clients may be in need of an exit. Additionally, for providers that offer prevention services, we ask that you remind your team that Category 2 homelessness is defined as:

**An individual or family who will imminently lose their primary nighttime residence** provided that:

- (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
- (ii) No subsequent residence has been identified; and
- (iii) The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other permanent housing;

And that is not the same as a person or family is who is "at risk of homelessness".

## MSHDA Pay for Performance Update (Kiana)

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MSHDA released a new pay for performance report along with updated metrics and targets on March 16<sup>th</sup>. CoC's must meet 5 of the 8 metric targets to be eligible for ESG Pay for Performance Bonus dollars. This funding can be used to assist persons experiencing homelessness connect with permanent housing.

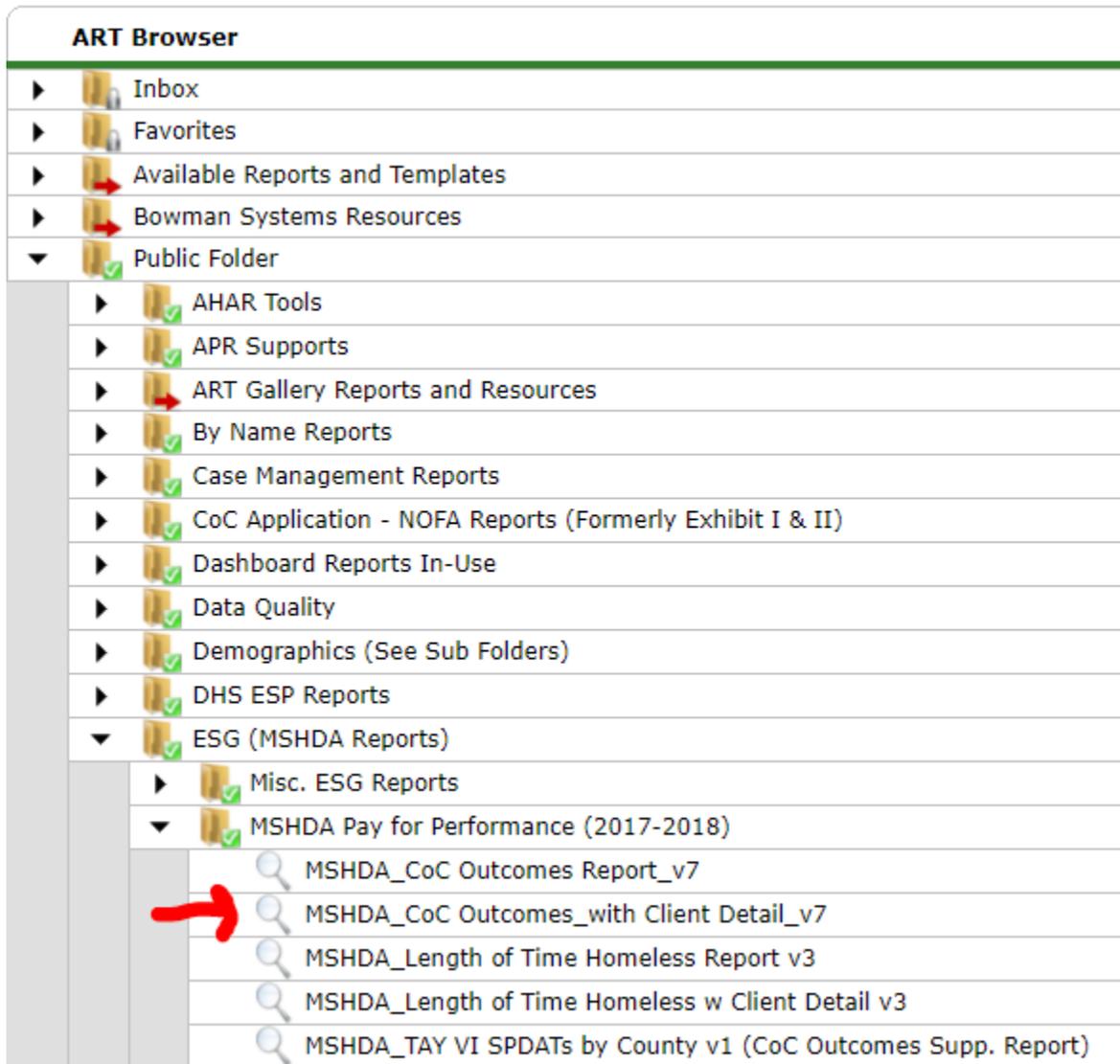
Reports will be run and submitted to MSHDA for the Detroit CoC in early July and will reflect data entered across the system from October 1, 2017 – May 31, 2018. This is a system wide data report that includes all providers – including that do not receive ESG grants.

A detailed breakdown of what each metric reviews will be included in the meeting minutes following this webinar. This year's metrics and their required thresholds are:

- 80% of Rapid Re-Housing clients enter from the Streets, Emergency Shelter, or Transitional Housing
- 85% of Category 1 Veterans Exit to Housing (either Temporary or Permanent)
- 85% of Homeless Prevention Clients Exit to a Positive Housing Destination
- 85% of Rapid Re-Housing Clients Exit to a Positive Housing Destination
- 85% of Rapid Re-Housing Clients have a VI-SPDAT 2.0, VI-F-SPDAT, or TAY-VI-SPDAT (excluding SSVF and RHY)
- 85% of Emergency Shelter Clients have a VI-SPDAT 2.0, VI-F-SPDAT, or TAY-VI-SPDAT (excluding SSVF and RHY)
- Percentage Decrease in the average Length of Time Homeless (compared to 10/1/16 – 5/31/17)
- Spend a minimum of 93% of HUD CoC Program funds as documented by HUD

HAND staff and CoC Committees are closely monitoring our community's progress on the Pay for Performance metrics and are making recommendations for process improvements so that we might qualify for Bonus Dollars this year.

If your agency would like to run the Pay For Performance Measures against your data set, they can be found here in ART:



## **2018-19 MSHDA ESG NOFA and Household Financial Contribution Expectations (Kiana)**

On April 5, MSHDA released its annual Notice of Funding Availability (NOFA) for the Emergency Solutions Grant (ESG). In it, mention is made that HARAs granted ESG funds will need to require clients to pay 1% of their gross annual projected income toward their monthly rent. For example, if a household has an annual income of \$10,000, this household would pay \$100 a month to the HARA for their portion of the rent.

Deductions for children, medical, and utility expenses will not be factored into this calculation. Income must be re-verified after 3 months of rental assistance. Webinars on the ESG NOFA are scheduled to be held on April 17<sup>th</sup> and 18<sup>th</sup>.

## **Upcoming Dates of Importance (Kiana)**

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- Thursday, April 12<sup>th</sup> 11a-1pm: Lunch N Learn: 252 Data Completeness Report (HMIS Lab)
- Friday, April 13<sup>th</sup> 2-3:30pm: System Performance Measure Deep Dive (HMIS Lab)
- Thursday, May 11<sup>th</sup> 11a-1pm: Lunch N Learn: Creating and Managing Households in HMIS (HMIS Lab)
- Tuesday, May 22<sup>nd</sup> 10a: Agency Administrator Webinar

## **Agency Announcements (Kiana)**

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Please raise your hand so that we can un-mute you or type your announcement in to the chat box to share it with all call participants.

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**Our next meeting will be Tuesday, May 22, 2018 at 10:00 am - Please mark your calendar.**