

# HMIS Newsletter

Summer 2017

## In this Issue

### ***The New HMIS Data Quality Report***

***Easily monitor your own data quality in AWARDS***

---

### ***Consumer File Cabinet in AWARDS***

***Safely store documents on a client's Facesheet***

---

### ***Coordinated Entry***

***What is it and what is my role?***

---

***Please be sure to take advantage of the free Foothold webinars in August. Just click on the links on this page for quick and easy registration.***

***Thank You***

*The HMIS Newsletter is a publication of the [Long Island Coalition for the Homeless](#) and is intended to provide homeless service providers in the Nassau/Suffolk CoC (NY-603) with information and guidance on the use and function of the Homeless Management Information System.*

## **Upcoming Foothold Webinars**

**Friday Aug. 11 at 2PM:**  
[Built-In Reports in AWARDS](#)

**Description:**

This webinar will review many of the standard reports that you may find useful in managing your programs.

**Thursday Aug. 17 at 2PM:**  
[August 2017 Enhancements](#)

**Description:**

This webinar will focus on new and improved functionality deployed each month.

The webinars are **FREE** live sessions with Foothold instructors.

## **Upcoming HMIS Trainings**

**HMIS New User Training**

**Amityville, NY**

**August 22, 2017**

In addition to the monthly Foothold training, HMIS Support Staff with the LICH are available for one-on-one or small group trainings at all levels for new or current HMIS users.

Contact [Roxzelle Bannerman-Martin](#) with questions or to register for HMIS Training.

## HMIS Newsletter

# HMIS Data Quality Report

Early in 2017, HUD worked closely with HMIS vendors (including Foothold Technology) to develop detailed instructions on the preparation of a new Data Quality “framework” which forms the building blocks for validating data quality and submitting results with the CoC’s System Performance Measures and APR (Annual Performance Report).

Programming was finalized and the report was released in AWARDS on April 1, 2017. The full report has also been integrated into the APR along with the traditional data fields most users are accustomed to seeing in the APR. The new report moves beyond the usual “missing” data (Client doesn’t know, Client Refused, Data Not Collected) and identifies data issues where intake responses conflict with other data, and where responses simply don’t make sense (ex. Veteran whose age is < 18).

### **HOW is it used?**

- Users can enter a start and end date for the report (able to generate for any time period).
  - Can be run by one project or many projects, project type, and whole system.
  - Each section has an aggregate mode with totals.
- The report has an individual details option to help users locate specific client records.
  - Uses data from each client’s latest project stay.
- You are encouraged to run the report frequently to identify problem records.

As mentioned, the HMIS Data Quality Report is a stand-alone report or it can be accessed within the HUD APR. In our AWARDS/HMIS system, you can access it by the following path:

**[AWARDS Home > Administration > Fiscal / Program > HMIS Data Quality Report](#)**

The LICH HMIS staff have developed a “Users Guide” for the new data quality report which can be used as reference to understand how the report works, what some of the terminology means, and what constitutes a “Data Issue” for the report’s data elements.

[Click here to access the HMIS Data Quality Users Report](#)

*The new HMIS Data Quality Report is an important tool that allows agencies to easily monitor the data quality of their programs and find the client records that are in need of correction or updating. The Coalition highly recommends that agency staff run the report as frequently as necessary to achieve the best possible data results and to understand where improvements are needed.*

## HMIS Newsletter

# Consumer File Cabinet in AWARDS

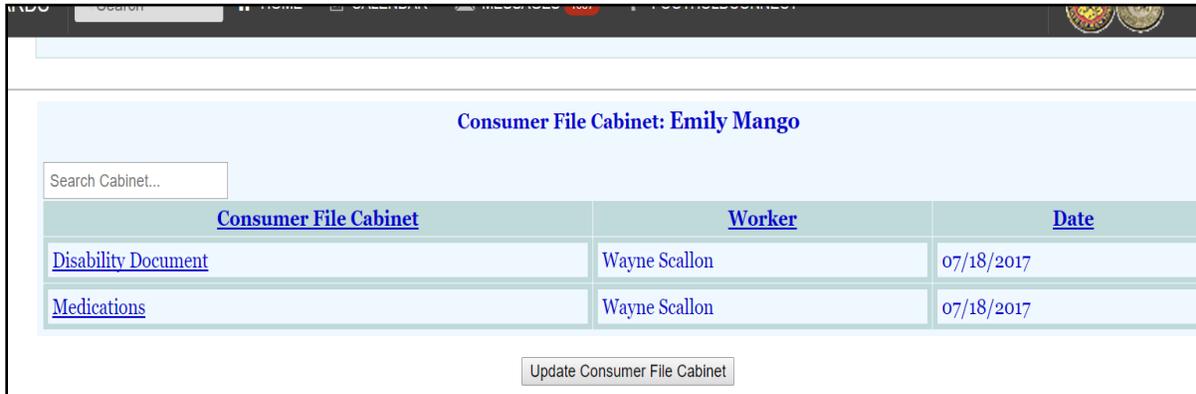
### *A Place to Safely Store Client Documents*

The AWARDS **Consumer File Cabinet** (aka. Client File Cabinet) enables users to upload attachments to the "Consumer File Cabinet" portion of a client's face sheet. Uploaded documents are viewable **and** editable by all users with the permission to access the face sheet to which they have been attached.

Uploaded Consumer File Cabinet documents open in a new window outside of AWARDS using the software that was used to create them (i.e., Adobe Acrobat or Microsoft Word). If changes are made to a document once it has been opened and the updated document is saved on a user's computer, the updates made will not be reflected in AWARDS. Rather, the updated file must be uploaded in place of the original version.

The Consumer File Cabinet allows agencies to store documents, pictures, sound clips, and other media directly on the face sheet for each client. As with other aspects of the face sheet, the File Cabinet is shared between programs. Therefore if a client is admitted to more than one program, the documents uploaded by "Program A" will be visible by "Program B."

Below is an image of a Facesheet showing 2 document saved to the client's Consumer File Cabinet:



<u>Consumer File Cabinet</u>	<u>Worker</u>	<u>Date</u>
<a href="#">Disability Document</a>	Wayne Scallon	07/18/2017
<a href="#">Medications</a>	Wayne Scallon	07/18/2017

Update Consumer File Cabinet

Also shared between programs is the 10 MB per client cap on the aggregate files stored in the file cabinet. While 10 MB might seem paltry in a world where 16 GB iPhones and 1 TB hard drives are commonplace, it's more than enough to store about 500 pages of text-only documents, 60 pages of mixed image-text documents, 100 images, or 25 minutes of spoken word audio.

*Clients in multiple programs have a single face sheet within AWARDS that can be viewed by anyone with the proper permission, and not all documents may be appropriate to add/share. For that reason, **please exercise caution when dealing with client documents containing private and sensitive information not already displayed on the face sheet.***

## HMIS Newsletter

### Coordinated Entry

Coordinated entry is a process through which people experiencing homelessness can access a region's housing and support services in the most effective way possible. With a focus on prioritizing those with the greatest need, clients are uniformly assessed for the most suitable intervention, and are quickly connected to appropriate housing and support services within the community.

The U.S. Department of Housing and Urban Development (HUD) requires that Continuums of Care (CoCs) establish and operate a coordinated entry process. In our Nassau-Suffolk CoC (NY-603), all programs receiving HUD-CoC or ESG funding are required to participate and will be expected to fill new housing vacancies via referrals from the Coalition coordinated entry system. Ideally, any program providing housing and services to households experiencing homelessness, regardless of funding source(s) would participate.

#### Coordinated Entry Core Elements

**Access:** The engagement point for persons experiencing a housing crisis. Persons (families, single adults, youth) might initially access the system by calling a crisis hotline or other information and referral resource, walking into an access point facility, or be engaged through outreach efforts.

**Assessment:** Upon initial access, coordinated entry points of contact will assess the person's housing needs, preferences, and vulnerability. The coordinated entry process must use the same assessment process at all access points

**Prioritization:** During assessment, the person's needs and level of vulnerability will be documented, ensuring that those persons with the greatest need and vulnerability receive the supports they need to resolve their housing crisis.

**Referral:** Persons are referred to available CoC housing resources and services in accordance with the CoC's documented prioritization guidelines

While HUD does not require the use of an HMIS as part of a coordinated entry system, it's hard to imagine creating and maintaining a system without it. In fact, "master lists" generated from our HMIS are programmed to identify chronically homeless individuals and families with the longest length of time homeless and prioritize them for housing. These clients typically come from our CoC's emergency shelter and street outreach projects. We are also using our HMIS to systemically place referrals from our coordinated entry program directly to CoC-funded permanent housing projects using the "central intake" functionality in AWARDS.

An operational Coordinated Entry system relies on effective communication, and of course coordination of resources and services to make rapid client-to-housing matches. While many of our providers and programs are not required to participate directly, the success of our coordinated entry system in placing our most needy individuals and families in stable housing will be a great benefit to all. Maintaining high quality, reliable data and the timely processing of intakes and discharges of clients in our HMIS is something that all programs can do to help us achieve that.

[For much more information on Coordinated Entry, click here!](#)