

2011 NOFA Evaluation Instrument



A Home for Everyone

Special Training on Priority 2: HMIS Participation

*Hosted by:
Chicago Alliance to End Homelessness &
Chicago Dept. of Family and Support Services*

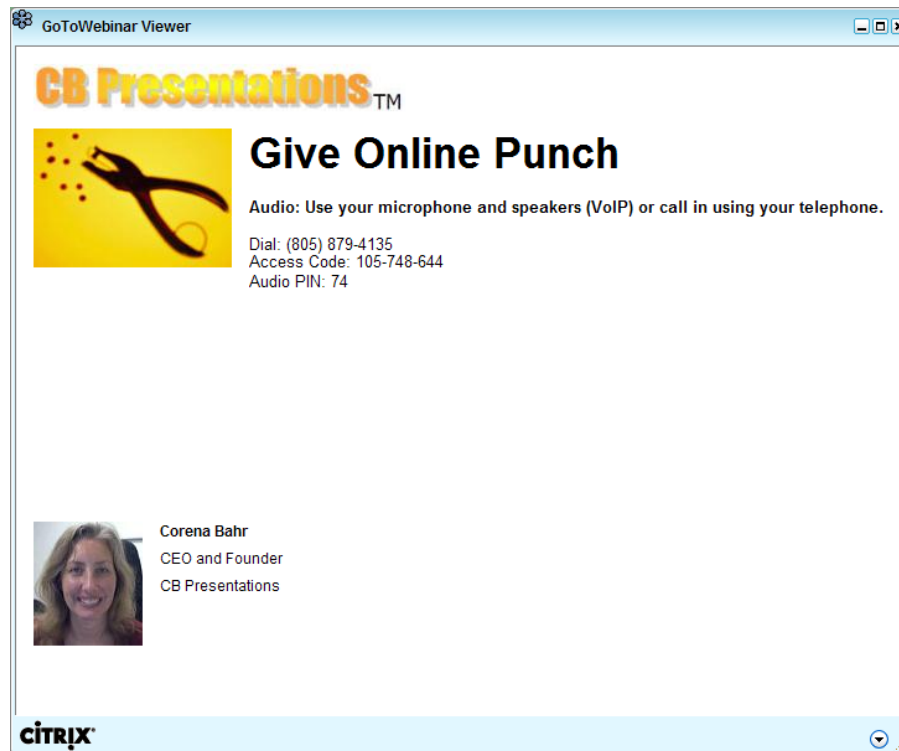


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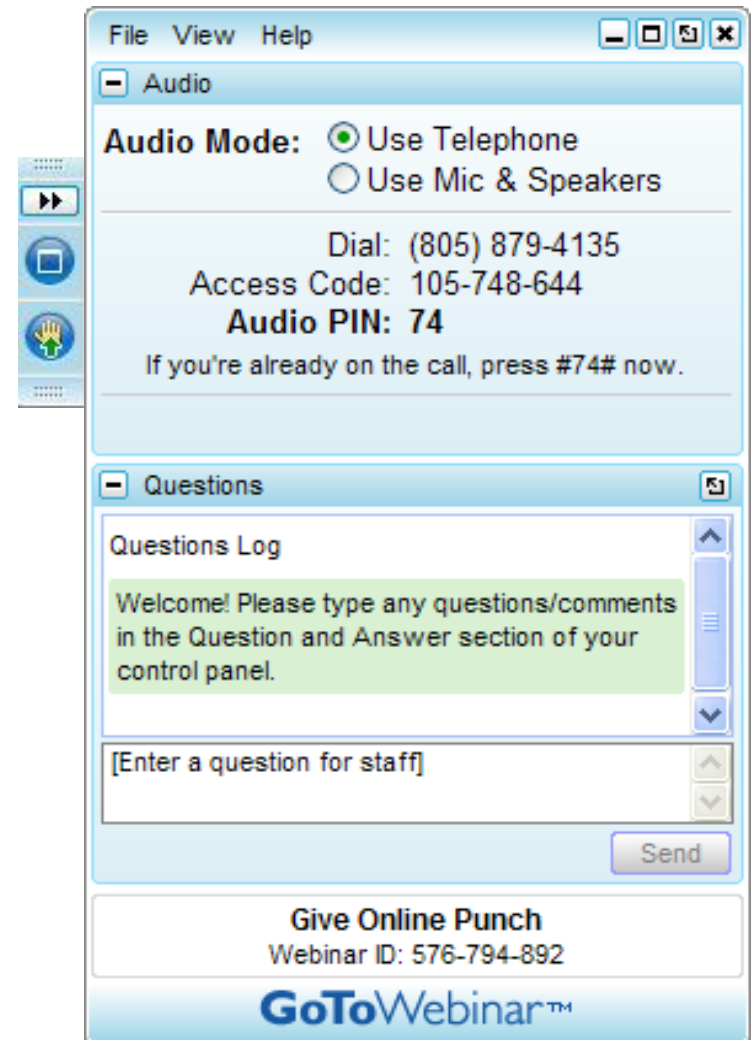
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Presenters

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Today's Agenda

- I. Introduction to HMIS and Evaluation Instrument
- II. Reporting Demo
- III. Review Priority 2, question by question
- IV. Data Clean-up Demo
- V. Evaluation Instrument Appeals Process
- VI. HMIS Resources

Introduction to HMIS and Evaluation Instrument

Introduction to HMIS

Homeless Management Information System (HMIS) is a HUD-mandated data collection tool that:

- Captures client-level information about characteristics and service-needs of those experiencing or at-risk of homelessness
- Helps service providers coordinate referrals and service delivery
- Generates unduplicated count of homeless individuals
- Allows the study of patterns of service-use and measuring effectiveness of homeless programs

Introduction to HMIS

- Prior to 2008, Chicago homeless service providers used the software product known as Softscape
- In 2008, Chicago's HMIS Lead Agency, the Dept. of Family and Support Services (DFSS), changed Software Providers and chose Bowman's software product, known as ServicePoint.
- HMIS was implemented and is currently operated by DFSS.

Introduction to HMIS

- HMIS Participation is **required** for all HUD-funded programs:
- Participation means: **“making a reasonable effort to record all universal data elements on all clients served in that bed and discloses that information through agreed upon means to HMIS.”**
- HMIS Participation is **extremely important**, especially for HUD funded programs
 - APR Reporting
 - Community Benefits
 - Potential for Increased Resources

HMIS Terms & Acronyms

- HMIS – *Homeless Management Information System*
- ServicePoint – *Chicago's HMIS Software*
- ATA – *Agency Technical Administrator*
- ART – *Advanced Reporting Tool*
- 40118 – *HUD APR*
- UDEs – *Universal Data Elements*
- Housing Inventory Survey
- HIC – *Housing Inventory Chart*

Introduction to Evaluation Instrument

The Evaluation Instrument (Tool) is:

- Part of a HUD Requirement to evaluate all projects by CoC's
- A tool the CoC uses to evaluate a project's performance, structure, and policies
- Tweaked annually by the Evaluation Tool Subcommittee to make sure it is in line with HUD's national and Chicago's local priorities

Introduction to Priority 2

- Priority 2 of the Evaluation Instrument is dedicated to HMIS Participation and project's ability to:
 - Regularly check HMIS data quality
 - Enter all client records completely, accurately, and in a timely manner.
- Questions in Priority 2 were developed by Data Quality Task Group and Evaluation Tool Subcommittee, and approved by the HMIS and HMTV Committee of the Planning Council

Changes in 2011

- Increased technical requirements for questions this year
 - Attachments required for all questions
 - Agencies will generate own ServicePoint and ART reports whenever possible
 - Comparison of APR in ServicePoint to paper APR
- Increased training and resources
 - Special Webinar on Priority 2
 - Appendices

Reporting Demo

ServicePoint 40118 Demo

City of Chicago - May 08, 2011

City of Chicago / Chicago

Reports Admin Help Logoff

- Audit Reports
- Provider Reports
 - Annual Homeless Assessment Report (AHAR)
 - Client Served
 - Daily Bed Report
 - Duplicate Client Report
 - Entry/Exit Report
 - Exhibit 1: HUD-40076(CoC)-M
 - HUD HPRP-APR
 - HUD-40118 APR
 - PATH
 - Outstanding Referrals
 - Service Transaction
 - Needs Report
 - Call Record Report
- Custom Reports

Committee and the DFSS are pleased to announce that you now have access to 5 new ART reports that will allow you to check the quality of your program's data in HMIS. The new reports are: 120-Period End Report; 212-Duplicate Clients in HMIS; 213-UDE Report; 220-Data Incongruities Report; and 323- Program Performance Report. To access the reports, click on Reports, then ART; then, click on the report name. For more instructions for each report, sign in to ServicePoint, click on Reports, then ART; then, click on the report name. For more information, visit [Full Story](#)

HMIS TRAINING - 2011 HMIS Training Schedule
 are as follows: May 4,5 June 11,12 August 1,2 Sept 1,2 Oct. 4,5 Nov. 1,2 Dec 5,6
 For more information, please call (312)744-3282 to request a training date and number for registration and submit the ECM HMIS registration form accompanied by the registration fee to goHMIS@cityofchicago.org to

Quick Reference Guide

Provider: City of Chicago (#1)
 This provider AND its children. This provider ONLY.

Operating Year Date Range: 01/01/2010 to 01/01/2011 (mm/dd/yyyy)

Legal Adult Age: 18 (as defined by foster care law in your state)

Build Report

Or

Show Null Data: -Select-

* The numbers generated by this HUD report may not be valid for agency reporting unless you shadow an Agency Administrator or Executive Director to run the report.

2. Persons Served during the operating year.	Number of Singles Not in Families	Number of Adults in Families	Number of Children in Families	Number of Families
a. Number on the first day of the operating year.	24	1	2	1
b. Number entering program during the operating year.	0	0	0	0
c. Number who left the program during the operating year.	0	0	0	0
d. Number in the program on the last day of the operating year. (a+b-c=d)	24	1	2	1
3. Project Capacity.	Number of Singles Not in Families	Number of Adults in Families	Number of Children in Families	Number of Families
a. Number on last day (from 2d, columns 1 and 4)	24			1
4. Non-homeless persons. (Sec. 8 SRO projects only)				
How many income-eligible non-homeless persons were housed by the SRO program during the operating year?				22

Advanced Reporting Tool (ART) Demo

Universal Data Element Completeness HMIS Data Quality Report

Version Based on Entry Exit Records
Date Range: 7/1/08 - 6/30/09

Universal Data Element	Records with no values		Records where value is refused or unknown	
	0.00%	0/1	0.00%	0/1
Social Security Number	0.00%	0/1	0.00%	0/1
Date of Birth	0.00%	0/1	0.00%	0/1
Ethnicity	0.00%	0/1	0.00%	0/1
Race	0.00%	0/1	0.00%	0/1
Gender	100.00%	1/1	0.00%	0/1
Veteran Status	100.00%	1/1	0.00%	0/1
Disabling Condition	100.00%	1/1	0.00%	0/1
Housing Status	0.00%	0/1	100.00%	1/1
Residence Prior to Program Entry	100.00%	1/1	0.00%	0/1
Zip Code of Last Permanent Address	0.00%	0/1	0.00%	0/1
Name				

Diagram 2

Data Incongruity Locator Age, Gender, & Household Relationship Issues

Includes Records From 1/1/08 - 2/2/09

DATA QUALITY ISSUES IDENTIFIED IN THIS REPORT

Tab	Description
B	includes client records without a reported date of birth
C	includes client records with an incorrect date of birth that results in a negative age
D	includes client records with a possible incorrect date of birth resulting in an age over 100 years old
E	includes client records with an age (-15) that is the same as the date the client was created - probable date of birth error
F	includes client records with a Veteran status of "yes" and an age less than 18
G	includes client records where gender conflicts with the HH relationship (female father, male step mother, etc.)
H	includes client records where HH designation of "no" conflicts with relationship to HH of "Self"
I	includes client records with a household membership but no household relationship (not female or not between 18-50)
J	includes client records with a household membership but no household relationship (not female or not between 18-50)
K	includes client records with a household membership but no household relationship (not female or not between 18-50)
L	includes client records with a household membership but no household relationship (not female or not between 18-50)
M	includes client records with a household membership but no household relationship (not female or not between 18-50)

SUMMARY

	B	C	D	E	F	G	H	I	J	K	L	M
Total Clients	17,002	17,002	17,002	17,002	17,002	17,002	17,002	17,002	17,002	17,002	17,002	17,002
Clients (not Error) with This Issue	270	0	1	1	8	107	12	167	279	84	127	4
Percent Identified with This Issue	1.47%	0.00%	0.01%	0.01%	0.05%	0.71%	0.07%	0.97%	1.64%	0.49%	0.75%	0.02%

DETAIL BY CLIENT

Percentage of clients identified with one or more of these issues: 0.48% (856 of 17,892)

Client ID	B	C	D	E	F	G	H	I	J	K	L	M
271	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
287	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
1,122	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
1,827	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
1,042	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
2,040	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
3,222	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
5,282	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
10,000	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
11,736	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
14,320	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
17,219	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK
18,116	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK

Priority 2: Participation in HMIS

Priority 2 – Question 1

1. **Does your agency *exclusively* serve victims of domestic violence?** Agencies that work with domestic violence victims cannot participate in HMIS at this time and should not answer the remaining questions. Domestic Violence agencies will be scored out of a possible 84 points rather than 100.

Yes

No

Agencies that exclusively serve victims of domestic violence:

- Are prohibited from participating in HMIS
- Do not need to complete Priority 2
- Will be scored out of fewer points than other projects

Priority 2 – Question 2

2. In what manner does your agency participate in HMIS?

Direct User Interface Agency Does Not Participate HMIS*

*Projects that select "Does Not Participate in HMIS" will receive 0 points for Priority 9 and do not need to answer remaining questions for this section

- Direct Users log in and directly enter data into ServicePoint
- Interface Agencies enter data into a separate database, and upload data to ServicePoint
- Agencies that do not participate will receive 0 points for this section

Priority 2 – Question 3

3. Please enter the Unique HMIS ID Number for this project (the HMIS ID Number is a 3 digit number assigned to your program in HMIS. It is *not* the Agency ID Number. This number will be used to verify information provided in Priority 2 for scoring purposes. If you do not know the number, please contact your agency's ATA or the Department of Family and Support Services.) _____

- Each project is assigned an HMIS ID number
- Your ATA should know the number
- You can find the number in ServicePoint

Priority 2 – Question 4

4. Does your agency currently have policies/procedures in place to regularly check the project's HMIS data quality that includes the items outlined below? Attachment required for this question. If yes, please attach a copy of the policy/procedure. (2 points) *Points awarded if the policy/procedure addresses all of the following:*
- Frequency of HMIS data review, which must occur, at minimum, on a monthly basis;
 - Description of what ServicePoint or Advanced Reporting Tool (ART) reports are used to complete the data review; and
 - Outline of the process for how data reviews are used to improve the project's data quality.
- Yes. Copy of agency policy/procedure is attached.
 No. Agency does not have policy/procedure in place.

- Policy must be attached to receive points
- All bullets must be addressed to receive points

Priority 2 – Question 5

5. For clients served between October 1, 2010 and April 1, 2011, what percentage of the client Universal Data Elements have null or missing values according to the Advanced Reporting Tool (ART) Standard Report #213 provided by your project? Attachment required for this question. (Question is worth a total of 5 points and is scored on the 10 data elements listed below. Projects will receive ½ point for each data element that has 5% or less missing values. Percentages used for scoring will come from the ART 213 report provided by your project.)

- Attachment required for this question
- 10 Data Elements, worth ½ point each
- Element must have 5% or less missing values to receive points
- Don't know and Refused count!

Priority 2 – Question 6

6. **Run and attach a copy of the Data Incongruity Locator, ART 220 Report, using the prompts listed below.** The ART 220 Report can assist agencies in identifying data inconsistencies as it identifies client data that is missing, incorrect or inconsistent with other recorded data for the same client. All projects are encouraged to use ART reports to check the quality of their data in HMIS.

- Attachment required for this question
- Follow prompts in Evaluation Instrument
- Points given for attaching report if run correctly

Priority 2 – Question 7

Question 7 has 2 parts, A & B, that:

- Require 40118 report from ServicePoint
- May require completion of Appendix G
- May require submission of explanation for clients declining HMIS participation

Priority 2 – Question 7, Clients Declining Participation in HMIS

Have you had clients decline to have their information entered into HMIS?

If yes:

- Submit a short narrative providing the number of clients who refused to participate in HMIS
- Scoring will be out of the total number of clients served minus the number that refused to participate in HMIS

Priority 2 – Question 7A

7. How many clients does ServicePoint report that the project had on the dates listed below?

A. Housing Inventory Survey Match:

- Attachment required for this question
- Generate and attach 40118 HUD APR from ServicePoint for January 25, 2011
- Provide the number of clients in the project on the night of January 25, 2011
 - Housing projects – this number must match the number provided in the Housing Inventory Survey

Priority 2 – Question 7A, Legitimate HIS/40118 Discrepancy

- For some agencies, the number of beds reported in the Housing Inventory Survey might legitimately differ from the number of beds participating in HMIS



Priority 2 – Question 7A, Legitimate HIS/40118 Discrepancy

Example:

- Homeless Program A has 50 total beds in the project

Funding Source	# of Beds	HMIS Participation?
HUD SHP	35	Yes (required)
Foundation X	15	No (not required)

- Homeless Program A reports 50 beds in housing inventory chart, question 5
- Homeless Program A's HUD 40118 report shows 35 individuals in program

Priority 2 – Question 7A, Appendix G

- Agencies in this situation must complete Appendix G, part 7A

How many of the Programs' Beds were Occupied the night of January 25, 2011?		
a) # of Beds occupied on January 25, 2011 by Households with Children (Families)	b) # of Beds occupied on January 25, 2011 by Households without Children (Individuals)	TOTAL (Families AND Individuals) (a+b)
<u>10</u>	<u>25</u>	<u>35</u>

- Only include beds that are covered in HMIS

Priority 2 – Question 7B

7. How many clients does ServicePoint report that the project had on the dates listed below?
B. Most Recently Submitted APR Match:

- Attachment required for this question
- Generate and attach 40118 HUD APR from ServicePoint for the same reporting period as your most recently submitted paper copy of the HUD APR
- Points are awarded based on the numbers matching for question 2, between 85% and 115%

Priority 2 – Question 7B, Legitimate APR Discrepancy

- For some agencies, the number of beds reported in the paper copy of the HUD APR might legitimately differ from the number of beds covered in HMIS



Priority 2 – Question 7B, Legitimate APR Discrepancy

Example:

- Homeless Agency B has a total of 100 beds

Funding Source	# of Beds	HMIS Participation?
HUD SHP	75	Yes (required)
DFSS	10	Yes (required)
Privately Funded	15	Yes (not required)

- Homeless Agency B only reports to HUD on HUD-funded beds (75)

Priority 2 – Question 7B, Legitimate APR Discrepancy

- Agencies for which this is the case must complete Appendix G, part 7B for all beds that are covered in HMIS

Question 7, B:

**Note on ServicePoint 40118 (APR) report that may count beds that are not listed on the most recently submitted HUD APR: Agencies and projects are strongly encouraged to enter client information into HMIS for *all* beds, not just HUD-funded beds. Projects in HMIS are often set up by project name, and may contain more beds than just HUD-funded beds. Therefore, for this question, the numbers generated by ServicePoint might legitimately differ from those submitted on the most recently submitted HUD APR. If this is the case for your agency, please complete the table below for all beds that are entered into HMIS for this program (not only beds included on your HUD APR).

APR Question 2. Persons Served during the operating year:

		# of Singles not in Families	# of Adults in Families	# of Children in Families	# of Families
a.	Number on the first day of the operating year	_____	_____	_____	_____
b.	Number entering program during the operating year	_____	_____	_____	_____
c.	Number who left the program during the operating year	_____	_____	_____	_____
d.	Number in the program on the last day of the operating year (a+b-c=d)	_____	_____	_____	_____

Priority 2 – Question 7B

- Projects that serve individuals only will be scored on 2a-c, Number of Singles Not in Families

2. Persons Served during the operating year.

		Number of Singles Not in Families	Number of Adults in Families	Number of Children in Families	Number of Families
a.	Number on the first day of the operating year	X			
b.	Number entering program during the operating year	X			
c.	Number who left the program during the operating year	X			
d.	Number in the program on the last day of the operating year (a + b - c) = d				

Priority 2 – Question 7B

- Projects that serve individuals *and* families will be scored on:
 - 2a, Number of Singles Not in Families
 - 2b, Number of Adults in Families
 - 2c, Number of Children in Families

2. Persons Served during the operating year.

		Number of Singles Not in Families	Number of Adults in Families	Number of Children in Families	Number of Families
a.	Number on the first day of the operating year	X			
b.	Number entering program during the operating year		X		
c.	Number who left the program during the operating year			X	
d.	Number in the program on the last day of the operating year (a + b - c) = d				

Priority 2 – Question 7B

- Projects that serve families only will be scored on:
 - 2b, Number of Adults in Families
 - 2c, Number of Children in Families
 - 2d, Number of Families

2. Persons Served during the operating year.

		Number of Singles Not in Families	Number of Adults in Families	Number of Children in Families	Number of Families
a.	Number on the first day of the operating year				
b.	Number entering program during the operating year		X		
c.	Number who left the program during the operating year			X	
d.	Number in the program on the last day of the operating year (a + b - c) = d				X

Priority 2 – Question 7B

- Projects should complete the table in 7B, Section IV, however data will be calculated by reviewers for verification purposes

IV. Calculate your project's percentages:

Enter the numbers from the ServicePoint 40118 (APR) report, and from the most recently submitted* HUD APR into the table below. Be sure to use the correct column when transferring numbers from the reports to the table - refer to Step III for guidance on which number to use. Calculate the percentage for each column. (2 points will be awarded for each of the 3 boxes where the number showing in the attached HUD 40118 report is within 85% to 115% of the number shown on the most recently submitted HUD APR.)

	Number from 2A	Number from 2B	Number from 2C
a. Numbers from 40118 Report - be sure to use the correct box, refer to a-c diagrams on page 4.	_____	_____	_____
b. Numbers from most recently submitted APR - be sure to use the correct box, refer to a-c diagrams on page 4.	_____	_____	_____
c. Calculate Percentage Difference (box a/b) (cannot be below 85% or above 115% to qualify for points)	_____	_____	_____

Data Cleanup

Missing Data Elements

- Missing Data Elements

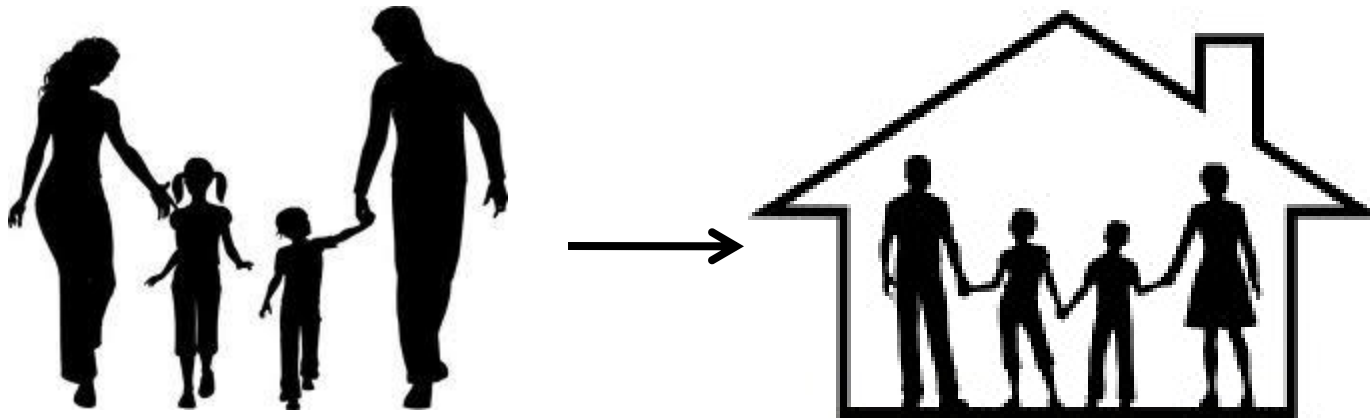


- Many data elements are tied to project entry date, based on HUD's standards
- If data elements were not entered during original project entry date, they may show up as missing in ART 213 report
- To correct them, you need to enter the missing element in back date mode



Household Configuration

- In order to appear correctly in reports, families must:
 - Be grouped together as a household
 - Be entered together into a program



Appeals Process

Appeals Process

Appeals Process is built in to Evaluation Instrument Process

- Preliminary Scores will be released to agencies in July
- Appeals will be due within 10 days to Alliance
- Reviewed by Appeals Committee
- Final Scores will be released to agencies in August.

Appeals Process

How to Appeal:

- No new documentation allowed during appeals
- Submit Appeal in writing to Alliance staff
- Be sure to include:
 - Priority and number of appealed question
 - Detailed argument for why score should be overturned
 - Include dates, details, HMIS ID's,
- Do not include client personal identifying information




HMIS Resources



HMIS Resources

- Quick Reference Guide
- Service Point help feature
- ART report PDF instructions
- Alliance and DFSS Staff

ServicePoint HMIS Entry/Exit Quick Reference Card (non HPRP)

Login to ServicePoint


1. On your PC's desktop, double-click either the Internet Explorer browser icon  or the Firefox icon . The browser's default page displays.
2. In the browser's address bar, type the URL for the Service Point application: <https://chicago.servicpoint.com/>. The ServicePoint Login screen displays.

3. Type your assigned username and password. Feel free to write your username here for your records:

 The first time you log into ServicePoint, you must enter the temporary password that DFSS gave you. ServicePoint will then prompt you to create a new password, which must contain between 8-25 characters and include at least two numbers. ServicePoint will also require you to change your password every 45 days.
4. Either click the **login** button or press the Enter key. The ServicePoint Home Page displays.
 If you typed an incorrect user name or password, the Login screen displays again. Check that you are entering the correct information, and that the Caps Lock key is not turned on. Remember, you only have three tries to enter the information – after that, you will be locked out of ServicePoint! If you get locked out, contact your Agency Technical Administrator (ATA).

(write your ATA's name and contact information here)


Step 1: Release of Information (ROI) Forms

- Each client must sign a ROI form before any information is entered into HMIS. You do not need to enter anything into HMIS regarding the ROI.
- If a client does not sign the form, do not enter their information into HMIS. You may also refer to the Standard Operating Procedures (SOP) # 03-030 for additional information.
- The paper-copy of the form should be stored at your agency in the client file, and should include an end date no more than 5 years from the date the form was completed.

 Please contact the HMIS Administrators for a copy of the ROI forms or SOPs. Contact information is provided at the end of this User Guide.

Step 2: Search for the Head of Household

- 2.1 From the ServicePoint Home Page, click either the ClientPage module tab or the **ClientPage** link in the ServicePoint Modules area. The Search screen displays.
- 2.2 Enter known client information into the search fields.
 - If you know the exact client ID, enter it into the Client ID search field and click Search this ID. (2)
 - For all other situations, enter client information using any combination of the First or Last Name and SSN into the Search for Existing Client portion of
- 2.3 Click **Search**. ServicePoint returns records matching the information you entered.



HMIS Resources

CAEH and DFSS – who to call for help?

- Contact the Alliance when:
 - You need clarification on how to answer a question
 - You want to verify what attachments to include
 - You don't have access to ART
- Contact DFSS when:
 - You are experiencing difficulty generating ART or 40118 reports, or technical glitches in ServicePoint
 - You made changes in ServicePoint that are not reflected in ART
 - You are locked out of ServicePoint



Questions